



WEST VIRGINIA STATE UNIVERSITY

Admissions Program Assistant Institute, West Virginia

West Virginia State University:

Founded in 1891, West Virginia State University (WVSU) is a public-land grant institution, which was originally founded as a historically black university, but which has evolved into a fully accessible, diverse, and multi-generational institution serving approximately 2,600 students. WVSU offers 23 undergraduate and 6 graduate degrees, along with one doctoral degree. WVSU competes in athletics at the NCAA Division II level in 7 men's sports and 8 women's sports. WVSU is located in Institute, WV, a suburb of Charleston, the largest city and the capital of West Virginia. With more than 200,000 people living in the metropolitan area, it is an active, exciting and engaging community, boasting cultural and historical events, music, festivals and entertainment.

Position Description

The successful applicant reports to the Director of Admissions. The Admissions Program Assistant is responsible for supporting the day-to-day operations of the Office of Admissions providing excellent customer service to a diverse population of students. The person employed in this position will: have excellent communication and organizational skills; be knowledgeable of, and proficient with common PC software applications (e.g., Word, Excel, PowerPoint, etc.) and other computer software and related computer and Internet technologies; be able to comprehend, interpret, and institutional policies related to admissions; be able to regularly exercise professional judgment while ensuring confidentiality.

Responsibilities for the Program Assistant

- Answer and transfer calls for the Office of Admissions, while maintaining a high level of professionalism and customer service.
- Review student documentation, such as immunization records, transcripts, applications, etc., for accuracy prior to processing.
- Scan and process incoming student documentation via Banner Document Management System.
- Download and process student transcripts through electronic retrieval portals such as the National Student Clearinghouse and Parchment.

- Maintain and process daily file imports from the Common Black College Application Portal.
- Contribute to the development, maintenance and execution of the communication flow plan to prospective and admitted students.
- Attend all admissions related events, such as Open House, State Start, New Student Move-In Days, Campus Tours, etc.
- Perform other related duties as required.

Requirements for the Program Assistant

- Associate's degree and one to two years of experience directly related to responsibilities specified.
- Demonstrated experience in record maintenance, word processing and data entry skills.
- Excellent interpersonal and communication skills, a demonstrated ability to work with a diverse client population, and commitment to continuous quality improvement and customer services.
- Ability to spend extended periods of productive time conducting business on the telephone and/or utilizing a computer keyboard while viewing the computer screen.
- Demonstrated ability to collect and analyze data and to use independent judgment where appropriate while maintaining high levels of student confidentiality.
- Proficiency in working with customer relations management systems and student information system databases (e.g. Ellucian Products) preferred.
- Customer service experience in higher education preferred.

Salary Statement

Salary will be commensurate to experience.

Benefits of Full-Time Employment

West Virginia State University offers a comprehensive benefits package designed to support the health, financial security, and work-life balance of its employees. Benefits include employer-sponsored health insurance through PEIA with prescription coverage, access to wellness programs, and the option to enroll in dental, vision, hearing, and other supplemental insurance plans. Employees may also participate in health savings accounts and flexible spending accounts.

The university provides employer-paid basic life insurance and offers optional additional coverage. Retirement benefits are provided through the TIAA retirement plan with a **6% employer match for employees contributing 6% of their salary.**

Full-time employees accrue **two days of annual leave and one and a half days of sick leave per month**, along with eligibility for family medical leave, military leave, workers' compensation,

and unemployment coverage. Additional benefits include educational assistance opportunities, access to the university's Employee Assistance Program, and other university amenities.

To Apply:

First consideration will be given to applicants who submit a resume, cover letter, academic transcripts, and the names and email addresses or phone numbers of three professional references by October 30, 2026. The position will remain open until filled. All requested information must be submitted for your application to be considered.

Please submit application materials via email to jobs@wvstateu.edu or mail to:

West Virginia State University
Department of Human Resources
P. O. Box 1000, 324 Ferrell Hall
Institute, WV 25112

West Virginia State University conducts criminal background checks on all job candidates upon acceptance of a contingent offer. Any offer of employment is contingent upon the satisfactory completion of a background check.

West Virginia State University is an equal opportunity employer committed to providing access, equal opportunity, and reasonable accommodation in employment and in its services, programs, and activities. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, protected veteran status, or disability. Individuals who require reasonable accommodation to participate in the job application or interview process should contact the Disability and Accessibility Resources unit at 304-766-3083 or ada@wvstateu.edu