



## **National Aviation Academy**

[www.naa.edu](http://www.naa.edu)

**Florida**  
6225 Ulmerton Road  
Clearwater, Florida 33760  
Phone: 800.659.2080  
Fax: 727.535.8727

**New England**  
150 Hanscom Drive  
Bedford, Massachusetts 01730  
Phone: 800.292.3228  
Fax: 781.274.8490

### **Job Description and Minimum Expectations**

**Position: Admissions Representative**

**Supervisor: Assistant Director of Admissions**

#### **Job Responsibilities:**

Attend all required team and company training and information meetings.

To seek, study and integrate relevant career information including but not limited to role-playing with supervisors and peers.

Follow up with all assigned prospect inquiries as appropriate with telephone, email, letter/card and in person contact. An emphasis on appointment-setting leading to a formal interview is sought.

To inform each prospect regarding the school, career dynamics and aviation sector vitality. Touring prospects in the main classroom and hangar facility is expected.

To evaluate each prospect regarding their attitude, aptitude and motivations to enter into National Aviation Academy and the aviation industry. Evaluation will be done subjectively primarily via personal interview as well as objectively via formal entrance examination. Appropriate adjunct staff may be employed to assist with the examination process.

Enrolling and starting prospects into the best programs for the individual as determined via the aforementioned.

Consistently meeting and exceeding all goals assigned in the areas of phone calls, appointments, interviews, enrollments and starts as given by their supervisor.

Seeking contact with students while they are actively enrolled in school and providing documentation of such.

Attending all graduation ceremonies and staying in contact with alumni as requested.

Attending and assisting with any and all campus events such as Open Houses as requested.

Honor all requests made by supervisors deemed important to National Aviation Academy.

To adhere to all position relevant policies and procedures as specified in the employee company handbook.

**Personal Responsibilities and Attributes:**

- Must be at work on time and work assigned hours.
- Goal Oriented
- Maintain pleasant, professional, and teamwork oriented attitude and appearance.
- Must demonstrate and report effective time management.
- Consistently prove and lead by example that customer satisfaction is our highest goal.
- Consistently prove initiative, enthusiasm, and efficiency.
- Must demonstrate excellent communication skills.
- Must demonstrate willingness to learn.

**Required Education and Experience:**

- High School Diploma required Post-Secondary Degree preferred.
- Executive Administrative Assistant experience required.
- Strong knowledge of Microsoft Office required.
- Basic understanding of Internet.

I have read and understand the job responsibilities and minimum expectations for the Admissions Representative. I understand that this can change and be added to at any time in order to achieve the critical goals of NAA. I have acknowledged and I subscribe to the NAA Mission, Vision, and Creed. I look forward to a rewarding career at NAA and will work to exceed the expectations of our customers, staff, and alumni.

Employee Signature: \_\_\_\_\_  
(EMPLOYEE NAME)

Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_  
(SUPERVISOR NAME)

Date: \_\_\_\_\_

*Attitude - Teamwork - Excellence*