



Enrollment Support Specialist

Reports directly to Interim Senior Director of Enrollment

Job Responsibilities:

- Partner with Assistant Director of Enrollment to ensure compliancy of applicants within assigned geographic territories
- Answer and log all incoming calls to the enrollment center
- Open and date stamp all enrollment mail
- Scan and log all received mail
- Retrieve, record and follow up with any messages left in the general enrollment mailbox
- Contact parents to verify application information
- Follow up with parents as necessary to obtain missing/incomplete paperwork
- Collect, verify and print all incoming paperwork
- Create Student Files to be transferred to the Assistant Registrars
- Schedule Face to Face Enrollment Conferences
- Send information packets and emails to prospective applicants
- Record all outgoing calls made to perspective parents (successful or unsuccessful attempts)
- Keep an ongoing list of any new questions asked by parents (whether they pertain to enrollment or any other department within the school)
- Call, log and follow up with any new inquiries that come in from the splash page site
- Administer on-line enrollment “live chat”
- Assist in the creation of Parent Blackboard IDs
- Assist in the registration of Pennsylvania Secure Student IDs
- Conduct off campus information sessions as needed during peak enrollment season
- Assist Enrollment Team as necessary
- Other responsibilities as assigned

Requirements:

- Associates Degree or 60 college credits required (Communications, Student Personnel, Marketing, Student Affairs, etc.). Bachelor’s Degree preferred. Significant experience working in a Customer Service position or high call volume center may be considered in lieu of a degree.
- Ability to effectively interact with parents and teachers
- Ability to meet and manage deadlines
- Excellent time management skills with the ability to prioritize during school launch periods
- Extremely detail oriented
- Strong organizational skills
- Strong oral and written communication skills
- Excellent proficiency in all Microsoft Office Applications (Word, Excel, PowerPoint, Access, Outlook)