

Position Description: Enrollment Specialist

Position Status: Permanent, Full-time

Employee Classification: Hourly

Regular Work Hours: Monday – Thursday, 8:00am to 4:30 pm with flexible scheduling

Accountable to: Associate Dean of Academic Programs and Enrollment

Department: Dean's Office

Position Overview: The Enrollment Specialist assists the Enrollment Services Department with admissions processes as well as handle the front desk reception activities and office administration.

Overview of Responsibilities:

- Answer the main phone and transfer parties appropriately
- Greet anyone who comes to the front desk and offer to help
- Sort mail and receive/send packages
- Order mail, packaging and, office supplies
- Respond to or direct general emails to the appropriate party in email inboxes
- Review and process submitted applications
- Document tracking for the application process
- Edit and send acceptance letters and scholarship notification letters to new students
- Respond to institutional inquiries
- Review and post job and house listings on the NTS website
- Enter prospect data into CRM
- Contact inquiries, prospects, applicants and accepted students.
- Participate in calling campaigns to contact and recruit prospective students.
- Schedule appointments for staff as needed
- Give tours when needed
- Student File Management
- Other projects as assigned

Travel Requirements: None

Evaluation: Evaluation will occur after each enrollment cycle through analysis of conversion ratios. Official yearly evaluation will be filed with the HR Coordinator and will evaluate the achievement of short-term and long-term goals.

Conduct:

NTS is an official institution of the Church of the Nazarene and supports the Covenant of Christian Conduct and Covenant of Christian Character. These statements emphasize wholesome and character-building modes of life.

Short Term (3-6 month) Goals

1. Training on and familiarity with student academic scheduling and programming for increased quality of customer service (Build Enrollment, 5 and Enhance the Learning Community, 2)
2. Improve filing procedures and management for more efficient processes (Build Enrollment, 5 and Achieve Financial Sustainability, 3)
3. Read and review the Academic Catalog (Build Enrollment, 5 and Enhance the Learning Community, 2)