Carrington College

Job Description

# Job Title: Enrollment Services Representative

**Department: Admissions**

**Reports To: Director of Enrollment Services / Director of Enrollment Services**

**Classification:** **FT Hourly**

**Summary: Do you have a natural ability to see people’s talents, and love encouraging them to achieve their goals?** You could be the Enrollment Services Representative we’ve been looking for. As an Enrollment Services Representative you will encourage prospective students to use higher education to prepare for professional success. By getting to know your applicants you will help to match their abilities and interests with a Carrington College career education program. Enrollment Services Representatives offer support, guidance, and accountability throughout the entire enrollment process. This position is supported and supervised by the Director of Enrollment Services, campus and regional leadership.

**Essential Duties and Responsibilities:**

* Responds to incoming calls and makes outgoing calls to prospective students
* Schedules appointments with prospective students.
* Conducts admissions presentations to prospective students as trained.
* Gives prospective students a tour of the college.
* Completes enrollment process.
* Schedules entrance exams and discusses results with applicants.
* Refers applicants to student finance department.
* Follows up by telephone and correspondence for orientation, start date, uniform and supplies.
* Develops leads to supplement general marketing.
* Adheres to all compliance standards.
* Ability to work a varying schedule including evenings and some Saturdays as assigned.
* Performs other duties as assigned.

**Supervisory Responsibilities:** This job has no supervisory responsibilities.

**Competency:** To perform the job successfully, an individual should demonstrate the following competencies:

Integrity and Ethics - Demonstrates personal integrity; serves as a positive example of why others should trust the motives of the organization; views self as a reflection of the organization by following through on commitments and accepting ownership of mistakes; treats people with respect; keeps commitments; inspires the trust of others and upholds organizational values.

Professionalism – Approaches other in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follow through on commitments.

Adaptability – Responds to change with a willingness and ability to learn new ways of working. Adapts approach and demeanor in real time to match the shifting demands of different situations.

Organization Support – Supports the organization’s goals and values. Is keenly aware of the time frame in which tasks or projects needs to be done; accepts and mirrors the level of urgency conveyed by the manager or customer being served; puts priority on the needs of the organization or the needs of its customers. Fosters collaboration and teamwork across the Institution.

Communication – Develops and delivers communication that conveys a clear understanding of the unique needs of different audiences. Listens to others and allows them to make their point.

**Job Competencies**

Customer Focus – Personally, demonstrates that external or internal customers are a high priority. Identifies and understands customer needs and impresses customers with exceptional service.

Time Management - Prioritizes tasks and manages time to ensure that deadlines are met; plans time and sticks to those plans; prevents or manages interruptions until the highest priority tasks are accomplished.

Deliver Results - Consistently achieves results within established timelines and shows resilience when faced with obstacles.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – Degree preferred. Previous sales and/or customer service experience. Required degree(s) must be from institutions accredited by recognized U.S. accrediting agencies. Degrees from non-U.S. institutions are recognized only if equivalence has been established and provided.

Language Skills – Ability to read and comprehend simple instructions; short correspondence, and memos; ability to write simple correspondence; ability to affectively present information in one-on-one and small group situations to applicants and employees.

Mathematical Skills – Ability to add and subtract, multiply and divide, calculate percentages and ratios.

Reasoning Ability – Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills – To perform this job successfully, an individual must have knowledge of Microsoft Office, Word, Excel, Access and Outlook; and master proprietary software used to maintain student records.

**Other Qualifications:** Must be available evenings and some weekends as assigned.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel and reach with hands and arms; talk and hear. The employee is frequently required to sit, stand and/or walk. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.