Carrington College

Job Description

Job Title: Director of Enrollment Services (DES)  
Department: Enrollment Services  
Reports To: Campus Director  
Classification: Exempt

Summary:  
Contributing to the mission and goals of the College, under direct supervision of the Campus Director the Director of Enrollment Services leads and manages the campus Enrollment Services department.  The Director of Enrollment Services is responsible for meeting or exceeding all performance expectations for the department and hiring, training, managing and developing the enrollment services employees to ensure all prospective and enrolled students receive timely, accurate, compliant and overall excellent customer service.

Essential Duties and Responsibilities

* Ensures full compliance in all recruiting activities and adheres to all laws and regulations governing student recruitment activities as well as upholding Carrington College conduct and ethics expectations.
* Provides leadership, training, development and performance management of all enrollment services team members.
* Manages all recruitment activities for maximum efficiency to meet or exceed individual and team goals.
* Conducts two touch base meetings with each enrollment services employee daily; one to set the expectations for the day and one at the end of the day to recap, reviewing outcomes and provide feedback.
* Conducts a post-close interview with every student who enrolls and follows up with those who do not.
* Conducts weekly follow-up phone calls to all enrolled students.
* Performs a minimum of two formal phone and/or in-person interview observations with each enrollment services employee each month.  More observations may be required based on the quality, compliance and overall performance of the individual enrollment services employees.
* Provides one-to-one and team training.
* Collaborate with Student Finance and Academic Affairs for cross-departmental meetings and trainings.
* Prepares and conducts performance evaluations for enrollment services employees.
* Conducts New Student Reviews and ensures that enrollment services employees are following up with both enrolled and interviewed students.
* Assists the campus in networking and developing professional relationships to generate personally-developed inquiries at the campus level.
* Provides accurate and timely enrollment forecasts.
* Maintains appropriate staffing levels.
* Establishes and maintains an effective system of communications with all departments.
* Engages in Campus community events and activities.
* Completes other duties as assigned.

Supervisory Responsibilities

This position has direct supervisory responsibilities.

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

Core Competencies

Integrity – Acts in a way that 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; leaves others with the clear impression that integrity is a core organization value.

Professionalism – Approaches others 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; follows through on commitments.

Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Organization support – Follows policies and procedures; completes projects and tasks correctly and on time; supports organizations goals and values.

Communication - Communicates effectively and appropriately; uses good judgment as to what to communicate to whom as well as the best way to get that accomplished; speaks in clear and credible manner, selecting the right tone for the situation and audience; listens to others and allows them to make their point.

Job Competencies

Leadership – Inspires and motivates others to perform well; effectively influences actions and opinions of others; accepts feedback from others; gives appropriate recognition to others; able to build morale and group commitment to goals and objectives.

Result oriented – Achieves results within established timelines.  Understands and demonstrates that intentions, activities and results are not the same.  Expects that obstacles will occur and refuses to accept favorably those who seek to justify poor results by describing intentions or activities, who get derailed by obstacles and fail to take effective steps to avoid or overcome them, and /or who frequently miss deadlines without giving warning.

Manage employee performance – Takes action to ensure that employees fully understand their roles, responsibilities and performance standards/expectations; provides ongoing feedback and support as employees strive to achieve expectations; engages in two-way conversations throughout the year that ensure an up-to-date understanding of expectations, performance gaps and actions required to close any gaps.

Training and development - Ensures that staff members get a sufficient amount of orientation, training, and development opportunities to maximize their changes of being successful in their assignments.  Views training and development as an investment in employees and uses mentoring, cross-functional assignments, job rotation or other on-the-job learning opportunities to enhance the depth and breadth of skills and experience; encourages self-development opportunities.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty listed above 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

* Bachelor’s degree preferred.
* Minimum of 5 years of Enrollment Services/Admissions experience.
* Prior supervisory experience a plus.
* Demonstrated successful multi-tasking and time management skills in a fast-paced environment.
* Excellent interpersonal, written and oral communications skills required.
* Proficiency with Microsoft Office Suite - Word, Visio, Excel and PowerPoint.

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; reach with hands and arms; talk and hear.  The employee is frequently required to walk.   The employee is occasionally required to stand; climb or balance and 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 and occasionally lift and/or move up to 50 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.

While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions and outside weather conditions.  The noise level in the work environment is usually moderate.