

POSITION DESCRIPTION

Position Title: Online Student Enrollment Advisor	Number: 0029.EM	FTE: 1.0
Classification: Classified, Non-Exempt	Report To: Chief Executive Officer	Date: 07/26

General Description and Purpose

Full-time Administrative position. Responsible for various duties required for the efficient operation of the Enrollment Services Office.

Primary Functions/Responsibilities

The ***Online Student Enrollment Advisor*** is the frontline advisor and facilitator for the flow of enrollment information between EDUKAN, Pratt Community College, and prospective/current students. The position serves as a liaison. Responsibilities include providing direction and oversight for college enrollment activities and the flow of student information on college policies, practices, and rules. The position contributes to student services duties from the time of initial inquiry through seated enrollment. The goal of the position is to assist in transitioning the student from inquiry into the virtual classroom, by ensuring online services and communications are delivered, and by maintaining close collaboration with team members to achieve daily goals.

Performance Measurement

1. Contributes to the mission and vision by providing administrative oversight to ensure effective and timely online enrollment and advising procedures are delivered to ensure EDUKAN students are enrolled in a timely manner.
2. Provide outstanding customer service and act as a key point of contact with students and operational stakeholders during the enrollment process.
3. Responsible for all day-to-day operations related to the facilitation of the enrollment process.
4. Responsible for managing incoming and outgoing emails, and phone calls, sending correspondence to stakeholders as needed, and tracking enrollment updates on daily reports.
5. Responsible for student curtesy follow-up calls. Making 12-150 calls or text messages daily is standard practice to achieve enrollment goals until the conversion rate reaches 90% or higher.
6. Responsible for problem-solving by working with Admissions, Registrar, Student Success Center, Business Office, and Financial Aid to resolve issues such as residency, pre-requisite, payment plan, or financial aid processing completing enrollments in a timely manner from initial inquiry through start verification.
7. Responsible for daily troubleshooting, as well as collecting and maintaining supportive documentation.
8. Work collaboratively with all areas of the PCC and EDUKAN team to support daily operations and project development.
9. Responsible for daily monitoring and utilization of data produced by the SQL system reports (including Application Report, EDUKAN Registration Reports, EDUKAN Applied Not Registered Report, and the List of Students Who Could Not Enroll Due to Missing Pre-Requisites Report). Utilize the daily information to complete the EDUKAN Scrub Report to outline daily priorities to secure student enrollments.
10. Responsible for following late enrollment eligibility rules and processing applications accordingly. Works with Registrar and Administration as needed to obtain special-circumstances late enrollment approvals. Once enrollment is completed, transfer student and faculty engagement to the Canvas Coordinator.
11. Works collaboratively with the Canvas Coordinator to reduce the “never attended” student list submitted following the 11:59 PM Sunday deadline of the first week and submits the final “never attended” report to the Registrar for dropping students by 5:00 PM CT on the following Monday.

12. Facilitate coordination, maintains supportive documentation, and conduct the Enrollment Merger Meeting as outlined in the policy.
13. Completes, distributes and posts reports for stakeholders as needed; stores files on the "Teams" drive at the end of each session; and provides an Enrollment Summary Report at the end of each term.
14. Responsible for reporting and seeking guidance from the Chief Executive Officer when enrollment operations fall short, and administrative intervention is required.
15. Responsible for the submitting process adjustments for policies and procedures, working collaboratively with the Manager of Strategic Alignment and Operations to develop and implement them.
16. Interface with High School Advisors regarding student activity and grade reporting process.
17. Facilitate all activities related to the EDUKAN VIP Counselor / Advisor Program.
18. Work collaboratively with academics teams via the start verification process to ensure student retention and successful program starts.
19. Work collaboratively with Manager of Strategic Alignment and Operation to continuously improve and fine tune enrollment processes to ensure goals are met.
20. Ensures all required interactions with Admissions, the Registrar, the Student Success Center, the Business Office, and EDUKAN are responded to within 24 to 48 hours of request.
21. Responsible for maintaining student confidentiality when working across all College and EDUKAN teams.
22. Stays current with website and system functions.
23. Complete all other duties assigned by the Chief Executive Officer in a timely manner.

Coordination and Accountability Tasks

1. Coordinate, manage, and facilitate all enrollment related activities.
2. Maintain a productive working relationship with all employees regarding employment matters, personnel policies, and procedures.
3. Attend and participate in weekly meetings with the Manager of Strategic Alignment and Operations to navigate needed actions, review special circumstance issues and review position outcomes to determine opportunities for improvement and adjustment.

Supervises the Following Staff

None

Required Knowledge, Skills, Abilities, and other Characteristics.

1. Knowledge of principles and processes for providing customer service, including student needs assessment, meeting quality standards for services, and evaluation of student satisfaction with the enrollment process.
2. Knowledge of administrative and clerical procedures and systems, proficient in Microsoft Office (Word, Excel, PowerPoint), and experience managing files, records, and office terminology.
3. Strong oral and written comprehension.
4. Knowledge of principles and procedures for academic recruitment.
5. Strong communication; oral presentation skills.
6. Ability to express ideas clearly confidently in oral and written form.
7. Excellent telephone etiquette.
8. Ability to work effectively under pressure.
9. Ability to handle and retain confidential information.
10. Ability to work effectively with minimal supervision.
11. Deep understanding of students and their specific higher educational needs.
12. Ability to learn and adapt quickly and efficiently.
13. Ability to adapt to changing situations and environments effectively.

14. Proficient in all aspects of EDUKAN including program requirements, enrollment procedures, and partner colleges.
15. Active and attentive listening skills.
16. Strong organizational skills.

Experience

1. Minimum of one (1) year of experience in admissions, enrollment management, student recruitment, academic advising, customer service, higher education administration, or a related field is required.
2. Demonstrated ability to achieve performance goals in a student-focused or customer service environment is preferred
3. Experience working with online education, adult learners, transfer students, or non-traditional student populations preferred.

Education

Associates degree required; Bachelors degree or higher preferred.

Certifications and/or Licensure

Willingness to obtain training, to enhance and support position and expand credentials.

Work Conditions/Environment

1. Remote Office Setting.
2. Requires prolonged periods of computer use and frequent communication by telephone, email, and video conferencing.
3. Position working hours will include day and evening hours, including weekends to support students and college initiatives.

Other

None

Acknowledgement of Receipt and Agreement

By signing below, I acknowledge that I have received and reviewed a copy of this position description. In addition, I agree to strive to effectively perform and comply with the job duties and responsibilities outlined in this description.

Employee Name (Printed)

Date

Employee Signature