

Central Christian College of Kansas

Enrollment Counselor

[Admissions & Financial Aid Counselor]

Direct Supervisor: Director of Enrollment
Status: Full time (12 months), Exempt
Department: Admissions
Job Location: McPherson, KS

JOB SUMMARY

This position serves to support the mission of the College as the primary external recruiting representative. Enrollment Counselors (Admissions & Financial Aid Officers) are tasked with the responsibility of nurturing prospects and converting said prospects into enrolled students, including assistance with basic financial aid counseling and onboarding.

The position necessitates that the individual enjoys working with people from diverse backgrounds, is sold-out for the mission of the College, exhibits superior skills in hospitality, and has exceptional communication's skills on and through any number of mediums (e.g. phone, texting, interviews, social media, one-on one, group, etc.). Furthermore, the individual should be comfortable with multi-tasking, taking initiative, travel, and intentionally building and nurturing relationships with people.

EDUCATION & EXPERIENCE

- Bachelor's degree or higher in a related field
- 1+ years of admissions, sales, or customer service experience preferred
- Valid driver's license
- Salesforce experience helpful

ESSENTIAL DUTIES

- Attend training sessions to receive updated information about new programs, services, educator licensure requirements, etc.
- Counsel students on admissions and financial aid processes and assist them with completing the admissions process
- Develop and maintain student related data in College's CRM
- Give campus tours
- Meet inquiry and conversion ratio goals established by the College
- Participate in events, information sessions, orientations, registration events and graduation
- Promote the features and benefits of all undergraduate and graduate programs
- Provide outstanding customer service to prospective and pre-enrolled students
- Provide timely feedback (through systematic and periodic reports) to stakeholders regarding market needs, and challenges faced when selling College programs
- Provide timely feedback (through systematic and periodic reports) to the Enrollment Director and Marketing Office related to strengths, weaknesses, and opportunities encountered related to selling College related programs

- Travel to college fairs, recruiting events, and schools
- Utilize data in the CRM to manage individual enrollment workflow
- Utilize technology and other resources to communicate with prospective students in a timely manner
- Work with international students and the paperwork needed to secure international enrollment

SKILLS AND ABILITIES

- High level of written and verbal communication skills
- Alignment with the mission and perspective of the College
- Excellent organizational skills
- Skilled in partnering with students, faculty, staff and external constituencies
- Ability to collaborate effectively with college departments and cross-functional teams
- Comfortable with public speaking
- Ability to work independently and complete tasks with minimal oversight
- Display cultural competence

NOTICE OF NON-DISCRIMINATION

Central Christian College of Kansas recognizes the benefits of maintaining a diverse faculty and staff who can provide a wide spectrum of perspectives and experiences representing the creativity of a loving and innovative God. Central Christian College of Kansas reviews all applications and hires individuals based on their qualifications for the position. The College does not discriminate on the basis of race, color, national origin, sex, age, disability, political affiliation, marital status, parental status, or military or veteran status. As a Christian college, affiliated with the Free Methodist Church of North America, Central Christian College of Kansas asserts its right to employ persons who subscribe to the intent, mission, Statement of Faith, and Core Values of the College, as well as the lifestyle expectations articulated in the Free Methodist Book of Discipline (Para. 3000-3430; 2011).

Affirmation

As attested by signature below, I affirm that I have read, understand, and agree to fulfill my duties in accordance with the expectations set herein. I also recognize that this job description is not designed to outline a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time, with or without notice.

Print Name (Employee)

Signature

Date