



## JOB DESCRIPTION

**TITLE: Enrollment Services Support Coordinator**

**COLLEGE/SCHOOL/DEPT:** Admissions

**DATE PREPARED:** March 2019

**REPORTS TO:** Director of Admissions

**FLSA:** Non-Exempt

### **POSITION SUMMARY:**

The Enrollment Services Coordinator serves as a key resource and support for new and returning students in the admissions, financial aid and registration processes. The Coordinator will be expected to be knowledgeable about the specific functions of the Admissions, Financial Aid and Registrar's Offices to enable students to navigate these offices as efficiently as possible.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES:**

1. Uphold the Heritage University mission statement and represent Heritage University in the most positive manner with prospective, former and current students, donors, clients, suppliers and the community we serve. Interact effectively with a diverse group of faculty, staff, students and other customers of our services. Learn and use operating practices of the department and Heritage University.
2. Support and coordinate clerical and administrative details to support activities of the Admissions Office and other student services offices as needed. This includes but is not limited to: coordinating work study help, copying, filing, processing and distributing incoming and outgoing mail and faxes.
3. Data entry and database maintenance for student database system. Input all student information for candidates inquiring and applying to all Heritage University programs as needed.
4. Maintaining and updating candidate files through the Admissions process including the use of technology through the database system to form the ability to track progress of students in the enrollment pipeline.
5. Create and maintain hard copies of student files. Maintain all department paper and electronic filing systems according to office records retention schedules and handle confidential student information with tact, discretion and in compliance with FERPA regulations.
6. Assist in preparation of correspondence and reports for Admissions Office use, in other offices on campus and other outside constituencies. This includes, but is not limited to: formulating data in excel, creating PowerPoint presentations, mail merges, proofreading, printing and copying letters and mail preparation.
7. Maintain, organize, inventory, and order office supplies and equipment as needed to ensure the smooth operation of the Admissions Office.
8. Provides guidance and advice regarding policies and procedures to prospective, new and returning students regarding deadlines, missing credentials, and other relevant details.
9. Maintaining and updating the Admissions department budget.
10. Other duties as assigned by the Director of Admissions.

#### **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

1. Experience working in a professional setting with a high level of activity and confidentiality.
2. Positive attitude and ability to adapt to change.
3. Ability to interact professionally and collaboratively with internal and external individuals, departments and organizations.
4. Substantial experience with customer relations and/or student services is essential.
5. Able to use multi-line phone system, Must be able to type 50+ words per minute.
6. Strong technology skills, including knowledge of Microsoft Office tools, strongly preferred.
7. Possess a high level of interpersonal skills and professionalism.
8. Proven record in working successfully with diverse populations with strong commitment to effective, efficient customer service.
9. Must have a demonstrated ability to balance multiple projects and manage competing priorities.
10. Bilingual/biliterate/bicultural in English/Spanish is preferred.
11. Professional dress required.

#### **QUALIFICATIONS:**

- BA degree required.
- 2-5 years' experience, preferably in a higher education or customer service setting.

#### **APPLICATION INFORMATION AND DEADLINE** Applications should include the following:

- Cover Letter
- Resume
- List of References (*names, addresses & phone numbers of 3-5 current professional references*).
- HU Employment Application LINK:HU App

Review of applications will begin immediately and will continue until the position is filled.

To apply, please email application material to: [Humanresources@heritage.edu](mailto:Humanresources@heritage.edu) or Heritage University Office of Human Resources 3240 Fort Road Toppenish, WA 98948