



**WILLIAM JESSUP
UNIVERSITY**

JOB TITLE: Enrollment Counselor
DEPARTMENT: Bay Area SPS
SUPERVISOR: Associate Provost
FLSA STATUS: Non-Exempt

MAJOR PURPOSE:

William Jessup University seeks a self-motivated individual for the role of Enrollment Counselor in or School of Professional Studies. The Enrollment Counselor is part of a team that serves the adult student population at our Bay Area campus. As a member of our vibrant team they exemplify the values and mission of WJU by undertaking an active role of service and assisting in the creation of high-value relationships with prospective students, applicants, local businesses, churches, and non-profit organizations. We are looking for an individual with a passion to grow enrollment, a desire to be part of a productive team, and a desire for spreading education throughout our local communities.

The Enrollment Counselor is responsible for increasing enrollment by working with inquiries through the application process to completed application. Specific duties will include responding to prospective student inquiries, managing inquiries using our CRM system, and collaborating with WJU School of Professional Studies staff.

PERFORMANCE MEASUREMENTS:

1. Respond to inquiries per department customer service standards.
2. Contact past inquiries as found in WJU CRM.
3. Manage inquiries and applicants using our CRM system and software systems.
4. Collaborate with WJU School of Professional Studies staff and faculty, communicating on a regular, timely basis concerning the status of recruits and applicants.
5. Assist prospective students with all aspects of the application process from inquiry, to application, registration process and orientation.
6. Participate in and/or staff functions at events including Information Nights, Orientation, Celebration Dinners, Graduation, and other events as announced.
7. Be available to work occasional weekends and evenings as needed.
8. Other Duties as assigned

QUALIFICATIONS:

EDUCATION/CERTIFICATIONS:

- Bachelor's degree required, Master's degree preferred

REQUIRED KNOWLEDGE:

- Successful candidate will be a strong, compelling and action-oriented recruiter, who is knowledgeable in enrollment and admission's best practices
- Must be experienced in recruiting, enrollment and CRM systems.
- Background in customer service, sales, or marketing a plus
- Three years' experience in higher education admissions or recruiting

SKILLS/ABILITIES:

- Self-motivated, experience working with CRM and databases, Excel, computer based systems
- Excellent interpersonal, oral, and written communication are essential
- Successful candidate will be a strong, compelling and action-oriented recruiter

WORKING ENVIRONMENT:

The employee agrees to promote the values and mission of WJU as a private Christ-centered University and live a life consistent with biblical principles. All employees of the University are expected to firmly support without reservations the William Jessup University doctrinal statement of personal Christian faith. Additionally, the employee may play a formative role in the spiritual lives of students in a manner consistent with the Community Covenant and Statement of Faith. This may include leading devotions and/or spiritual formation groups and seeking other opportunities consistent with a biblical spiritual formation role

WORKING CONDITIONS:

The employee is regularly in a typical office environment with adequate light and moderate noise levels. No hazardous or significantly unpleasant conditions. Air-conditioned buildings; tile, concrete and carpeted floors; adjustable workstation with ergonomic keyboard is provided.

The employee will need to be able to work from an off-site location on occasion based on enrollment events and activities.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION:

While performing the duties of this job, the employee is regularly required to talk or hear and frequently required to stand, walk, sit, and use hands to handle files, computers, and phones; reach with hands and arms; stoop, crouch and kneel. Frequent and regular repetitive movements required using the wrists, hands, and/or fingers. The employee will occasionally lift and/or move up to 50 pounds. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The above statements and job description is intended to describe the nature and level of work being performed within this job. They are not intended to be an exhaustive list of all responsibilities, duties and tasks. Other similar or additional duties are to be performed or assigned. Job descriptions are not intended as and do not create employment contracts. William Jessup University maintains its status as an at-will employer. Employees may be terminated for any reason not prohibited by law.

I acknowledge I have reviewed the content of this job description and understand that if I have any physical limitations or require any reasonable accommodations in order to perform my job, I must immediately inform administration.

Employee Signature

Date