



**JOB TITLE:** Enrollment Engagement Assistant  
**DEPARTMENT:** Admissions, Traditional Undergraduate  
**SUPERVISOR:** Assistant Director of Enrollment Engagement  
**FLSA STATUS:** Non Exempt

## **MAJOR PURPOSE**

The Enrollment Engagement Assistant serves our university with customer excellence while supporting the Enrollment Department. The representative assists in the daily operation of the Enrollment office by supporting the execution of enrollment events and campus visits. This position also ensures that all visitors are greeted in an expeditious and friendly manner. The assistant assists in daily tasks relating to the Enrollment department as needed.

Normal working hours average 29 hours per week with a schedule established M-F between the hours of 8 a.m. and 6 p.m. This is a fully on site position, with some remote work available.

## **PERFORMANCE MEASUREMENTS**

1. Designs and schedules customized visit experiences for groups and individuals;
2. Ensures visit requests receive prompt and courteous responses resulting in a successful campus visit;
3. Communicates and collaborates with other departments on campus to coordinate visits for prospective students, schedule event related appointments;
4. Maintains visit calendar and executes all details of visit administration including recording event details in CRM;
5. In collaboration with the Strategic Partnerships team, administrates events to satisfy MOU agreements;
6. In partnership with the operations and Marketing teams, manages swag inventory and ordering;
7. As assigned, supervises welcome center staff, including student staff, to ensure that the welcome center provides positive, prompt, and professional customer service for telephone and visit reception and campus visit email. Escalates issues when appropriate;
8. Provides general events support;
9. Completes data entry projects; updates records as needed;
10. Perform other duties as assigned.

## **QUALIFICATIONS**

1. Understands Jessup's mission and aligns work practice with it;
2. Excellent organization skills with attention to accuracy and detail;
3. Strong ability to maintain confidentiality;
4. High level of professionalism; stays calm under pressure;
5. Strong problem solving skills using critical thinking approach;
6. Demonstrates excellent self leadership and follows department guidelines;
7. Works collaboratively with others and contributes to a healthy team culture;

## **SKILLS/ABILITIES**

1. Familiar with Microsoft Office programs, Google Workspace, email and web based searches, office related equipment/technology (flexibility to learn to use new software and tools as needed);
2. Strong interpersonal communication skills to interact with students, faculty, other University departments, and the general public;
3. Ability to maintain focus and stay busy with minimal supervision;

## **WORKING ENVIRONMENT**

The employee agrees to promote the values and mission of Jessup 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.

## **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.

## **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, 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 40 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.

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Employee Signature

Date