Downloaded from <https://www.velvetjobs.com/job-descriptions/enrollment-counselor>

# Example of Enrollment Counselor Job Description

Our innovative and growing company is searching for experienced candidates for the position of enrollment counselor. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for enrollment counselor

* Maintain attention to detail with respect to enrollment process
* Maintain accurate and timely notes in student population management tools
* Other duties consistent with this position as assigned
* Recruits and advises prospective students on course transferability
* Receives and answers questions forwarded from other enrollment service areas when staff is unavailable
* Provides general information and answers inquiries received via telephone, web based technologies, and walk-in customers regarding the various enrollment processes and offerings of the university
* Communicates effectively and professionally with students, internal departments, and external entities to resolve difficult and complex customer issues
* Provides instruction on how to obtain and complete university documents
* Represents the University at college and career fairs, conventions and student recruitment events
* Provide basic financial aid information to prospective international TCK students

## Qualifications for enrollment counselor

* Resolve all inquiries that require research or additional information by utilizing the appropriate resources and provide timely follow up as necessary
* Benefit Counselors (fluent in Spanish is plus)
* Flexibility – Some days might require 50 phones calls, others 250
* Demonstrate high level attention to detail to ensure accuracy of student documents
* Must have life and health license
* Facilitate enrollment benefits package