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# Example of Enrollment Counselor Job Description

Our company is looking to fill the role of enrollment counselor. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for enrollment counselor

* Proposes, organizes, implements and reports on programs/projects
* Assist students with questions regarding degree requirements, programs, policies and procedures, financial assistance programs, transfer credit assessment, pre-registration, and general university services
* Manage complaints as they arise, serve as a student liaison with other functional areas of the organization, and suggest changes to university practices that may contribute to increased student satisfaction and retention
* Maintain regular contact with student leads accepted students until they have started class
* Must work set schedule with hours that may include evenings and weekends
* Effectively communicate benefit election options and enroll client employees in voluntary benefit plans
* Increase outreach to potential participants by educating them on their benefits options (Cobra, Marketplace) and enrolling them in the benefit plans that best meet their personal needs
* Meet daily and monthly enrollment and performance goals and expectations
* Remain current on best enrollment practices, benefit products and offerings in a multi-product environment
* Identify, document and communicate reoccurring problems and/or trends, as appropriate

## Qualifications for enrollment counselor

* A background check (including a criminal records check) must be satisfactorily completed prior to any candidate being offered a position with the CSU
* Must reside within Los Angeles or Orange County
* Required to have home-office space inside residence
* Access to high-speed broadband WIFI over a secure network inside residence required
* Must have a valid California Driver’s License, insurable driving record, and access to a personal vehicle to perform duties of the position
* Must accommodate a flexible work schedule that sometimes includes evenings, weekends, and overnight trips (and occasional extended overnight trips) when hotel stays are necessary due to event schedules or cost benefit to Cal Maritime