



# Example of Enrollment Services Job Description

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Our growing company is looking to fill the role of enrollment services. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for enrollment services

- Coordinate, schedule, and conduct cross training with staff from other Enrollment Services offices to develop a 360° feedback approach to student records and financial service policies, practices, and processes
- Manage weekly communication to engage the student body and support retention efforts through various tactical approaches including proactive/reactive phone calls, text messages, click to chat and email
- Monitor student performance to identify risks, and successfully resolve student concerns through prompt issue resolution and coaching designed to improve student retention and other strategies to meet partnership benchmarks and goals
- Facilitate student requests through escalation procedures on the student's behalf with campus contacts and other support services
- Ensure student registration either through direct registration activities or leading students through the advising and registration process to meet campus benchmarks and objectives
- Forecast course section needs, and provide recommendations for course scheduling where applicable, working with Student Recruitment and academic leaders to ensure availability and efficiency (load balancing) of campus resources
- Manage regular activity, audit, applicant and student retention reporting, including registration management, and provide insight and analysis around student and partner trends and behaviors, to ensure achievement of internal and external partner admissions, retention and graduation goals

timely and efficient manner

- Assist student recruitment and retention team in understanding of program requirements and updates while maintaining mastery of program and partner specific information
- Funnel information to marketing and student recruitment on programmatic changes and value proposition, curation of testimonials and student success stories and ongoing market opportunities and target audience evolution

## Qualifications for enrollment services

- Capture, and analyze where appropriate, student satisfaction data through a variety of methodologies, including surveys, polls, direct conversations
- Minimum of a Bachelor's degree in Business, Marketing, Operations or related field of study
- 3+ years of experience in operations, customer service, project management, sales, or education related fields
- Client service-oriented individual with outstanding written and oral communication skills
- A conscientious individual who needs little supervision in following up on assigned students, tasks, and special projects
- A background as an actively engaged undergraduate student including, but not limited to, student government and leadership, resident advisor/residential life, Greek life, campus work/study, campus community engagement opportunities