



Job Title: CAGS Enrollment Counselor	Reports to: Director of Enrollment
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Position Type: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Student Worker	FLSA Status: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	Hours worked Per Week: Approximately 40
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POSITION SUMMARY:

The enrollment counselor will serve as a representative of Mid-America Christian University to prospective students interested in CAGS programs. This position will handle general recruiting and academic (transfer) advising activities as well as assist with other recruiting activities. This position will also partner with the Business Development Specialist in occasional outside lead generating activities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Follows up with inquiries on a continuous basis by phone and/or written correspondence. Counsels/advises prospective students in one-on-one sessions. Prepares packets and follow up materials. Enter session information into database.
- Coordinates with CAGS Enrollment Management office in support of student services (Admissions, Registration, and Financial Aid).
- Provides administrative support for the program in recruiting students as well as academic/transfer advising, including unofficial transcript evaluations for all prospective students.
- Follows CAGS Lead Policy in working with prospective students.
- Maintain competency as outlined in the Enrollment Counselor Performance Matrix.
- Able to spend a substantial amount of time on the telephone on a daily basis attempting to contact potential students.
- Works with the Business Development Specialist in outside lead generation activities targeted at potential students for CAGS programs.
- Participates in programs for self improvement and professional development as it relates to improved conversions and customer service.
- Performs other duties and/or projects as assigned by the Director of Enrollment.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

Bachelor's degree or commensurate experience required.

OTHER SKILLS AND ABILITIES:

Strong interpersonal skills, with the ability to coordinate and lead team activities. Ability to communicate effectively, oral and written. Able to evaluate transcripts and determine total units of credit. Must have strong phone skills with ability to deliver exceptional customer service.

COMPUTER SKILLS:

Ability and experience using the computer with Windows XP or Macintosh interface and Microsoft products to complete tasks including Word documents, MS exchange electronic mail, MS Excel spreadsheets.

OTHER QUALIFICATIONS:

Strong organizational skills and project management skills. Ability to understand goals and conceptualize a project; formulate objectives, methodology, and conduct evaluation. Good attention to detail. Ability to work independently with minimum of instruction with initiative and flexibility. Present self in a professional manner and reflect the goals and standards of MACU.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Intermittent sitting for several hours per day. Hearing and speaking demands. Able to lift, pull, grasp, bend, lift 25 lbs. Ability to drive to off-site locations.



MID-AMERICA
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WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Pleasant office setting, comfortable temperature, varied weather conditions when traveling. Certain levels of stress in meeting program goals. Will involve travel to Regional Centers.