BERGEN COMMUNITY COLLEGE

JOB DESCRIPTION

TITLE: Enrollment Services Coordinator

DEPARTMENT: Student Affairs at the Meadowlands, Division of Student Affairs

FUNCTION: An essential position within Student Affairs at the Meadowlands. Assist with day-to-day operations of including but not limited to admissions, recruitment, enrollment services, transcript processing/evaluation, face to face, telephone, and online customer service as related to all inbound and outbound prospective communications, student support and academic services referral, recommendation and implementation of processes, and maintenance of standard operating procedures and guidelines in an environment where the use of technology must be infused in all enrollment services processes while ensuring confidentiality and the utmost professional manner of service delivery.

REPORTS TO: Managing Director, Student Affairs at the Meadowlands

SUPERVISES: Student workers as required

MAJOR RESPONSIBILITIES:

Responsibilities include but are not limited to:

1. Establishes procedures to enhance and in a professional manner provide customer service to face to face, telephone, and online inquiries.
2. Assists with recruitment and admissions activities on and off campus during day, evening, and/or weekend activities/events as needed.
3. Maintains follow-up with and monitors prospective students through phone communication, email, online chats, SMS texting, and other types of personalized communication.
4. Evaluates the prospective student's needs, interests and qualifications while providing clear and concise information to help the prospective student.
5. Provides enrollment data and maintains registration information.
6. Provide individuals with program, event, application process, and degree information.
7. Assist with processing applications and data entry.
8. Assist with Call Center responsibilities as needed.
9. Develop and deliver recruitment presentations to high school and adult populations.
10. Produces and presents reports relevant to the position and to the strategic direction of the College.
11. Assists with enrollment services duties at all other campus locations as needed.
12. Assists with providing support with department staff and student aides.
13. Performs additional tasks or duties as assigned by the Managing Director, Student Affairs at the Meadowlands or other designated management.
MINIMUM QUALIFICATIONS: Must have driver’s license with the ability to drive in New Jersey.

Knowledge, Skills and Abilities: Ability to operate computerized programs, Microsoft Office proficiency, and database management preferably student data management systems and online communication; Ability to communicate effectively (orally and in writing); Excellent organization, interpersonal and customer service skills required; Ability to take initiative and work independently; Ability to work with diverse populations; Ability to problem-solve; Ability to work flexible hours (evenings and some Saturdays); Public speaking & presentation skills must; Bilingual is desirable. Ability to carry at least 10-20 lbs. for loading and transporting of admissions materials, displays, and other recruitment materials/equipment. Demonstrates understanding of the community college mission and practices an open door policy. Has basic proficiency in the use of the Microsoft Office suite. Exhibits strong skills in:
- Communication
- Customer and Student Focus
- Building Relationships
- Organizing
- Planning

Education: Bachelor’s Degree required; Master’s degree preferred.

Experience: Two year experience required working with adults and/or in a higher education setting;

Bergen Community College is an equal opportunity employer and does not discriminate on the basis of race, color, religion, age, sex, national origin, disability, or veteran status.

Submitted by: _____________________ Date: ____________
Name/Title

Approved by: _____________________ Date: ____________
Name/Title

Reviewed by: _____________________ Date: ____________
Human Resources

Board Approval: _____________________ Date: ____________
Board Approval

THE COLLEGE RESERVES THE RIGHT TO MODIFY JOB DESCRIPTIONS AT ANY TIME WITH OR WITHOUT NOTICE