

Job Title	Enrollment Specialist
PVN ID	SI-2204-004752
Category	Administrative Services
Location	COLLEGE OF STATEN ISLAND
Department	Workforce Development
Status	Part Time
Hourly Rate	\$25.00-\$25.00
Hour(s) a Week	19.00
Closing Date	Jul 05, 2022 (Or Until Filled)

General Description

Job Duties: Enrollment Specialist is expected to complete tasks and be knowledgeable in all areas that ultimately impact enrollment into Workforce Programs, which include but are not limited to:

- Remain current and knowledgeable of 12+ workforce programs and roles/responsibilities of related job titles
- Use program knowledge to effectively inform and advise prospective students in determining programs of interest
- Handle in-person, phone and email inquiries from prospective, current and past students
- Be knowledgeable of job development and other wrap-around services provided to students, including tuition support
- Facilitate in-person and virtual Information Sessions regarding Workforce programs and support
- Interview perspective students for WF programs and support opportunities
- Effectively utilize the organization's enrollment management system, ensuring that data aligns to reporting needs
- Manage small and mid-scale projects independently
- Complete research in support of grant submission process
- Conduct labor market and training competitor analyses
- Complete other duties, as requested by supervisor
- Must work 5 afternoons a week, totaling 19 hours
- Work evenings/weekends as needed, during peak enrollment seasons

Other Duties

Qualifications

Enthusiasm in and a passion for connecting others to sustainable learning and career opportunities

- Ability to tailor messages to different audiences appropriately
- Excellent customer service and relationship management skills
- Demonstrated problem-solving/escalation skills
- Strong written communication skills
- Excellent organizational and attention to detail skills
- Proficiency in MS Office
- At least 1 year work experience in the following areas: Sales/Advisement; Project Management; Presentation Skills (in-person and virtual)
- Bachelor's Degree

Preferred but not Required Qualifications:

- Experience working in higher education and/or workforce settings