

Job Title:	Enrollment Operations Specialist	Reports to:	AVP of Operations
Department:	Enrollment Call Center	Classification:	Non exempt
Location:	Corporate Office	Travel Required:	None

POSITION SUMMARY:

This position is responsible for assisting enrollment teams by ensuring that the high volume of inquiries, both telephone and digital, are contacted within an appropriate time frame. This position is responsible for qualifying new leads, answering general program and degree questions, prompt callback and transfer of calls to an Enrollment Representative.

ESSENTIAL DUTIES AND RESPONSIBILITIES: To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Receive inbound and make outbound calls with the goal of qualifying students by asking and answering routine enrollment related questions and transferring interested inquiries to campus specific Enrollment Representatives
- Encourages customers to provide information to determine when and where information or calls need to be routed for the purposes of answering questions and providing assistance
- Follow up with prospects in a timely manner by telephone or e mail, following specific strategy
- Respond to web-based chats initiated by potential students in a timely manner
- Answers basic questions regarding program and degree details
- Directs inquiries to the proper contact
- Disseminates information accurately to the appropriate person(s)
- Performs clerical and administrative functions as needed including data entry and file management
- Performs other duties as assigned or apparent

COMPETENCIES: To perform the job successfully, an individual should demonstrate the following competencies:

Adaptability – Accepts criticism and feedback. Adapts to changes in the work environment. Changes approach or method to best fit the situation. Manages competing demands.



Communication – Exhibits good listening and comprehension skills. Expresses ideas and thoughts in written form. Expresses ideas and thoughts verbally. Keeps others adequately informed. Selects and uses appropriate communication methods.

Cooperation – Displays positive outlook and pleasant manner. Establishes and maintains effective relations. Exhibits tact and consideration. Offers assistance and support to co-workers. Works actively to resolve conflicts. Works cooperatively in group situations.

Customer Service – Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.

Dependability – Commits to doing the best job possible. Follows instruction. Keeps commitments. Meets attendance and punctuality guidelines. Responds to requests for service and assistance. Takes responsibility for own actions.

Problem Solving – Develops alternative solutions. Gathers and analyzes information skillfully. Identifies problems in a timely manner. Resolves problems in early stages. Works well in group problem solving situations.

Data Utilization – Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

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/Experience – High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Computer Skills – Microsoft Office Suite and multi-line phone system.

Supervisory Responsibilities – N/A

Language Ability – Read, analyze and interpret business, professional, technical or governmental documents. Write reports, business correspondence and procedure manuals. Effectively present information and respond to questions from managers, customers and the public.

Reasoning Ability – Solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Interpret a variety of instructions furnished in written, oral, diagram, or schedule form.



Functional Reasoning – Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning – Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

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. The noise level in the work environment is usually quiet to moderate.

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.

Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus. While performing the duties of this job, the employee is frequently required to sit and regularly required to use hands to multi-task.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

New Employee Probationary Period

All newly hired benefits-eligible Administrative and Support staff employees have a probationary period, which is the first ninety (90) working days of employment. During this time, your work performance is evaluated and it must be acceptable by the end of this period to successfully complete the formal hiring process. Employees may not apply for any other Synergis Education positions until the probationary period has been successfully completed. Your work performance will continue to be evaluated after the probationary period.

ACKNOWLEDGED: Employee Signature

Date

PRINT: Employee Name

ACKNOWLEDGED: Supervisor Signature

Date