

# Central Christian College of Kansas

## Enrollment Services Representative

**Status:** Flexible [Part-time to Full-time], 12 month, non-exempt

**Reports to:** Director of Enrollment

**Department:** Enrollment

**Effective Date:** as soon as position is filled

**Location:** McPherson, KS

### **JOB SUMMARY**

The Enrollment Services Rep provides critical support by fostering synergistic networking between the different divisions of the College, as well as between the college and its constituents. This individual works to ensure that questions are answered, services are accessed, and information is appropriately recorded. The individual is responsible for the campus switchboard (phone & virtual), warmly greeting individuals on the phone, online, and in person. In addition, this person ensures that inquiries are addressed or that contact is made with the individual best suited to address inquiries. The successful candidate serves as the primary welcome center representative ensuring the welcome center is properly maintained and properly stocked, warmly welcoming all guests and visitors, and providing appropriate direction and introduction. As a formal member of the Admissions team, this individual also serves as the clerk charged with processing and maintaining admissions record management.

### **EDUCATION & EXPERIENCE**

- High School Diploma or higher required
- Preference will be given to a candidate with an established record of clerical effectiveness and customer service

### **ESSENTIAL DUTIES**

- Application processing: downloading new applications, processing supporting documents such as transcripts, compiling and updating student records, and merging applications into the Student Information System (SIS)
- Ensure that student records are maintained in compliance with federal and college policy
- Lead the coordination of all campus visits- working with coaches, counselors, and faculty network and follow-up with potential students
- Act as the telephone operator for the entire campus; provide direct answers to requests and/or refer calls and make warm transfers to appropriate person or department; following up to confirm questions or issues were resolved
- Anticipates and meet customer needs accurately, professionally, and with a commitment to customer satisfaction
- Serve guests and visitors by greeting, welcoming, and directing them appropriately
- Represent the Core Values and Mission of the College while maintaining a positive, empathetic, and professional attitude with the College's clientele.
- Primary liaison between the College and the student – works with students to resolve issues and ensure ongoing satisfaction with the College
- Process mailings and communications (virtual and paper) for the admissions team
- Assist with registration days, academic registration, previews days, move in days, etc.
- Interpret and explain policies and procedures

- Provide reports and updates to the Director of Enrollment as requested
- Assist with CRM data upkeep and management

**SKILLS & ABILITIES**

- Outgoing, friendly demeanor
- Comfortable with all types of communication: phone, email, in person, online chat or video
- Database and records management and/or maintenance skills
- High level of customer service with attention to detail

**NOTICE OF NON-DISCRIMINATION**

Central Christian College of Kansas recognizes the benefits of maintaining a diverse faculty and staff who can provide a wide spectrum of perspectives and experiences representing the creativity of a loving and innovative God. Central Christian College of Kansas reviews all applications and hires individuals based on their qualifications for the position. The College does not discriminate on the basis of race, color, national origin, sex, age, disability, political affiliation, marital status, parental status, or military or veteran status. As a Christian college, affiliated with the Free Methodist Church of North America, Central Christian College of Kansas asserts its right to employ persons who subscribe to the intent, mission, Statement of Faith, and Core Values of the College, as well as the lifestyle expectations articulated in the Free Methodist Book of Discipline (Para. 3000-3430; 2011).

**AFFIRMATION**

As attested by signature below, I affirm that I have read, understand, and agree to fulfill my duties in accordance with the expectations set herein. I also recognize that this job description is not designed to outline a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time, with or without notice.

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Print Name

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Signature

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Date