Position Announcement

Position: Enrollment Specialist

Department: School of Professional & Graduate Studies - Admissions

Reports to: Enrollment Manager

Description:

As the first point of contact with prospective professional and graduate students, the Enrollment Specialist models and provides mission-minded, exemplary MNU customer service to all constituents, while achieving prompt contact and performance activity. Enrollment Specialists provide service and guidance through the admissions/enrollment/registration process via phone, email, and face-to-face.

Summary of Job Responsibilities:

- Demonstrate knowledge of all academic programs within the School of Professional & Graduate Studies
- Demonstrate commitment to building relationships with prospective students by providing timely, individualized guidance and counsel throughout the applicant-enrollment lifecycle through use of a customer relationship management (CRM) database and customized contact strategy.
- Ensure that enrollment objectives and goals are met to produce desired student recruitment and retention results.
- Model and provide mission-minded, exemplary MNU customer service to prospective students, current students, clients, colleagues and the community
- Possess the ability to work in a busy office environment where tasks and responsibilities change rapidly. This includes, but is not limited to, the following:
  - Promptly responding to inquiries about MNU’s Professional & Graduate programs
  - Scheduling and conducting phone, in-person, and virtual interviews and presentations with prospective students
  - Processing applications, including the acquisition of required application documents and consistent data entry
  - Registering admitted students for classes
  - Frequently communicating with peers in other offices
- Other duties as assigned.

Qualifications:

- Bachelor’s degree is required.
- Ability to work some evenings, Saturdays, or alternating/rotating work schedules (exact schedule to be determined).
- Strong interpersonal and communication skills.
- Flexibility and adaptability; demonstrating the willingness to embrace and support a culture where change is expected and occurs often
- Ability to work both independently and as part of a team.
- Ability to maintain confidentiality of information.
- Proven innovative, critical thinking, and problem-solving skills.
- Strong customer service skills.
- Strong time management skills.
- Proficient in Microsoft Office products, with the ability to learn and adapt to various software programs.
- Proficient in the use of a customer relationship management (CRM) database.
- Previous experience in higher education admissions environment and/or internal sales setting is preferred.

**To Apply:** Send cover letter, resume and three professional references to:
MidAmerica Nazarene University
Attn: Human Resources
2030 E. College Way
Olathe, KS  66062
hr@mnu.edu
913 971 3294

**Review of applications** begins immediately and will continue until the position is filled.

MidAmerica Nazarene University is interested in reviewing applications from qualified members of traditionally underrepresented groups in America, including women and racial and ethnic minorities.