

CHRISTA MCAULIFFE ACADEMY



SCHOOL OF ARTS AND SCIENCES

TOUCH THE FUTURE >>>

JOB DESCRIPTION – Enrollment Counselor

Location: Lake Oswego, Oregon (preferred), partially remote

Are you passionate about education and would love to work for one of the top-ranked online schools in the nation? Christa McAuliffe Academy School of Arts and Sciences (CMASAS) can be the place for you to make a difference in the future of education. We are an asynchronous, self-paced, and mastery-based online K-12 school, and we strive to empower students to become successful lifelong learners through our unique personalized education approach. Join the CMASAS office and work with a motivated, fun, friendly, and easygoing team, who are dedicated to growing CMASAS and supporting students and families through their online educational journey.

JOB SUMMARY:

The Enrollment Counselor must be goal-oriented, organized, and detail-oriented. As the primary contact for prospective students, Enrollment Counselors must understand and clearly communicate the values of CMASAS. As an enrollment counselor, you will be responsible for providing prospective parents with information on what CMASAS offers their students, maintaining our Customer Relationship Management system, and taking the customer through their journey from inception through to the parents and their child/ren first days with CMASAS. You will host virtual tours where you will go over in specific detail the Personalized Education Philosophy and our learning model. You will also be responsible for knowing each tuition plan and what each plan has to offer students and their individual needs.

Who you are? The Enrollment Counselor embodies and portrays the following Competencies: customer focus, time management, integrity and trust, learning expeditiously, interpersonal savvy and:

- Take ownership in organizational skills and prioritizing tasks with competing demands (people, departments, etc.).
- Pays close attention to detail with exceptional time management skills.

- Is comfortable learning and working with new technologies and teaching others how to use them.
- Identifies areas of policy or systems that need improvement, working with others to accomplish and implement changes.
- Works with varying personalities including staff, faculty, and external customers with empathy and efficiency.
- Works well under pressure and can diffuse difficult situations.
- Maintains a high level of professionalism and confidentiality.
- Has effective communication skills, especially written and verbal Communication (including active listening, oral and written).

DUTIES AND RESPONSIBILITIES:

- Provide exceptional customer service from initial contact (pre-enrollment) through their customer journey from researching and choosing the right online school to their first days of enrollment.
- Strong customer service skills and ability to handle difficult customer questions/calls.
- Conducting Personalized Tours and Information calls.
- Following up with parents, establishing a relationship with new families, and guiding them down the path toward enrollment (or directing them toward a better solution).
- Ability to manage multiple tasks/projects and deadlines simultaneously.
- Attend scheduled calls and provide program information.
- Prepare and send New Student Welcome Packages.
- Available during office hours to answer the phone and provide program information
- Effectively manage all details pertaining to prospective student data and strategies, including responsibility to manage and meet yearly enrollment goals.
- Processes enrollment setup with all new students.
- Updating reports, maintaining accurate data on enrollments, etc.
- Liaise with academic departments and our Director of Counseling to determine credit transferability and to help build graduation pathways.
- Coordinate and complete the withdrawal process (updating systems, collaboration with Personalized Education Coach).
- In a spirit of teamwork, collaborate and contribute with others, including the Admissions staff, employees, students and the public while also being able to work independently.
- Maintain accurate and up to date records and notes of prospective student communication.
- Ability to communicate effectively in English, orally and in writing, including on telephone, and to understand and follow instructions.

OTHER DUTIES:

- Complete understanding of CMASAS educational philosophy and how the philosophy is carried throughout the organization.

- Knowledge of all CMASAS systems, procedures, and policies and how they affect the organization, individual aspects of the organization and impact on the student and their family.
- Sorting and forwarding main office mail.
- Help to establish guidelines and processes for the effective implementation of an integrated administrative program.
- Participate in collaborative activities and projects involving other staff.
- Supports Office and Executive Team Staff.

MINIMUM QUALIFICATIONS:

1. High School Diploma Required.
2. Must possess excellent oral, written, and interpersonal communication skills to communicate with students, parents, faculty, and administrative staff.
3. Ability to demonstrate problem solving and decision-making abilities to facilitate the school learning experience and perform the functions described.
4. Must possess the ability to convey a professional image, as well as effectively represent the organization as appropriate in its relationship with the community.
5. Efficient in MS Office 365 (Word, Excel, Outlook, etc.)
6. Experience in a fast-moving, dynamic environment, such as a startup company or organization in transition.
7. Must have access to Internet and email.

PHYSICAL REQUIREMENTS:

- Must be able to see a computer monitor.
- Must be able to perform work at a computer terminal for 6-8 hours a day, and function in an environment with interruptions.
- Must be able to use a telephone or headset equipment.
- Must be able to lift twenty (20) pounds). Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

