REGIONAL COORDINATOR OF ENROLLMENT OPERATIONS

Position Description

Summary
The Regional Coordinator of Enrollment Operations supports assigned region’s admissions operations through assistance with hiring of admissions staff, coordination & delivery of training, and continued monitoring of admissions processes and outcomes all in accordance with the mission, core values, and purposes of the university.

Minimum Qualifications
The Regional Coordinator of Enrollment Operations must satisfy the following minimum qualifications:
1. Bachelor's degree required, or equivalent combination of education and applicable experience; and
2. Minimum three years educational admissions experience required; educational management experience preferred.

Skills and Attributes
The Regional Coordinator of Enrollment Operations must possess the following skills and attributes: excellent organizational, interpersonal and communication skills; goal-oriented; customer-oriented attitude; strong work ethic and proven leadership abilities.

Essential Functions
The Regional Coordinator of Enrollment Operations performs the following essential functions:
1. Participates in the screening and hiring of Admissions Advisors and Directors of Admissions.
2. Conducts necessary training for admissions staff at assigned campuses.
3. Works with the Admissions Trainer on new hire and reinforcement training of admissions advisors.
4. Submits recommendations to the System Vice President of Enrollment Operations on process and continuous quality improvement issues and/or initiatives.
5. Conducts procedural audits including phone and interview scripting, CampusVue data entry, and inquiry tracking and reporting.
6. Tracks and/or accurately monitors all daily/weekly Admissions Advisor activities to ensure consistent reporting for statistical purposes.
7. Works in cooperation with the System Vice President of Enrollment Operations to provide project management for admissions related initiatives.
8. Monitors current enrollment trends and practices for continuous training programs.
9. Impacts admissions employee retention through continuous training programs.
10. Provides technical expertise, training and coaching to Directors of Admissions on a daily basis.
11. Maintains familiarity with the objectives, requirements, and content of all programs offered by the university in order to assist admissions staff in providing complete and factual information to prospective students and other interested parties.
12. Monitors Admissions Advisor performance and provide coaching for improvement in the admissions recruiting process.
13. Keeps all required reports current and accurate.
14. Serves as a role model for Director of Admissions and Admissions Advisors in support of the mission of the university.
15. Participates in a formal performance evaluation on at least a semi-annual basis (or more often at the discretion of the Executive Vice President of Campus Operations) to discuss and review future goals, leadership effectiveness, individual production data, and team results.
16. Meets and/or exceeds monthly, quarterly, and/or annual regional enrollment expectations/standards established with the Executive Vice President of Campus Operations, Campus Executive Officer, and System Vice President of Enrollment Operations. Minimum expectations for all types of inquiries are as follows:
   a. Regional show rate no less than 70%.
   b. Meet new enrollment goals quarterly.
17. Reviews at least one Elmer meeting per campus per month.
18. Performs other duties as assigned.

**Required Work Hours**
A minimum of forty hours per week, plus other hours as may be necessary to complete job duties. A combination of day, evening, and weekend hours is required.

**Reporting and Supervisory Responsibilities**
1. The Regional Coordinator of Enrollment Operations reports to the Executive Vice President of Campus Operations with dotted line authority to the System Vice President of Enrollment Operations.
2. This position has no supervisory responsibilities.

**Physical Requirements**
The Regional Coordinator of Enrollment Operations must be able to speak, hear, see, read, write, type, dial, reach, and bend.

**Travel**
Travel, including airline travel and overnight stays, is required a minimum of two weeks per month.