To apply, submit an employment application (click here for application), resume, and letter of interest to: Director of Admissions
18600 LBJ Freeway
Mesquite, TX 75150

ENROLLMENT AND COMPLETION ADVISOR POSITIONS
Position Description

Level of Position is Dependent on Education and Experience

Associate Enrollment and Completion Advisor:
1. High school diploma or equivalent; some college education preferred; and
2. Successful completion of the required university training. While participating in the training, the advisor will be referred to as an Associate Enrollment and Completion Advisor in training.

Enrollment and Completion Advisor:
1. One year postsecondary education (equivalent to 30 semester hours/45 quarter hours successfully completed); associate degree or comparable preferred; and
2. One year as an Associate Enrollment and Completion Advisor; comparable combination of enrollment and completion advising may be considered; and
3. Successful completion of the required training. While participating in the training, the advisor will be referred to as an Enrollment and Completion Advisor in training.

The foregoing education and experience requirements may be satisfied by four years of active military duty, or four years of combined full-time active military duty and earned college credit.

Summary
The Enrollment and Completion Advisor advises, enrolls, and assists students in achieving their educational goals in accordance with the mission, core values, and purposes of the university. The Enrollment and Completion Advisor communicates regularly with prospective and current students and assists them in registering for classes in their selected academic programs, accessing university resources and support services, and interacting with other members of the university community.

Skills and Attributes
The Enrollment and Completion Advisor must possess the following skills and attributes: student-oriented attitude; integrity; professionalism; strong work ethic; excellent communication, collaboration, and organizational skills; adaptability; and willingness to learn and improve in all aspects of the position.

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Essential Functions
The Enrollment and Completion Advisor performs the following essential functions:

1. Achieve and maintain knowledge and understanding of the academic programs and support services offered by the university.

2. Communicate with persons who have expressed interest in pursuing postsecondary education and inform them about the opportunities provided by National American University, including providing complete and accurate information about its academic programs and support services.

3. Enroll new students and regularly communicate with them during the enrollment process.

4. Advise and assist in registering continuing and re-entry students according to proper course sequencing, degree completion requirements, and individual circumstances.

5. Communicate regularly with students and serve as their first point of contact to answer questions, address concerns, and provide information regarding online library resources, information technology, tutoring services, and other resources provided by the university.

6. Assist in engaging students in the university community by communicating at least weekly with each assigned student.

7. Direct students to information provided in university catalogs, student handbooks, and other resources provided on the university’s website.

8. Communicate with persons in Academics and Learner Services, Information Technology, Financial Aid, and other university departments, as appropriate.

9. Document all required activities in the university’s enrollment management system.

10. Advise students in matters related to attendance, changing programs, and withdrawal, as necessary.

11. Act with the highest integrity and professionalism in performing duties and responsibilities, and comply with all ethical standards set forth in the Admissions Code of Conduct and the Code of Business Conduct and Ethics.

12. Comply with the Family Educational Rights and Privacy Act (FERPA) and all other applicable laws and regulations.

13. Comply with university policies and procedures.

14. Communicate with students to ensure timely submission of all required information and forms.

15. Maintain acceptable student satisfaction levels.

16. Develop and maintain professional relationships with students, graduates, and business and community leaders.

17. Participate in periodic training and professional development activities.

18. Perform other duties as assigned.

**Required Work Hours**

Forty hours per week during assigned daytime, evening, and weekend hours. Scheduled work hours may change. Overtime may be required, or permitted with prior approval.

**Reporting and Supervisory Responsibilities**

1. Reports to the Director of Admissions or Associate Director of Admissions.

2. This position has no supervisory responsibilities.

**Physical Requirements**

Must be able to speak, hear, see, read, write, type, dial, reach, and bend.

**Travel**

Periodic travel, including airline travel and overnight stays, may be required.