ASSOCIATE ENROLLMENT AND COMPLETION ADVISOR

Position Description

Summary
The Associate 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 Associate Enrollment and Completion Advisor communicates regularly with prospective students and assists current students by directing them to university resources and support services.

Minimum Qualifications
The Associate Enrollment and Completion Advisor must satisfy the following minimum qualifications:
1. Some college education required; one year postsecondary education (equivalent to 30 semester hours/45 quarter hours successfully completed) 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.

Skills and Attributes
The Associate 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.

Essential Functions
The Associate 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 and re-entry students and regularly communicate with them during the enrollment process.
4. Serve as a liaison for current students by directing them to resources provided by the university to best assist them with their educational needs.
5. Assist in engaging students in the university community by communicating at least weekly with expected new students.
6. Direct students to information provided in university catalogs, student handbooks, and other resources provided on the university’s website.
7. Communicate with persons in Academics, Information Technology, Financial Aid, and other university departments, as appropriate.
8. Document all required activities in the university’s enrollment management system.
9. 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.
10. Comply with the Family Educational Rights and Privacy Act (FERPA) and all other applicable laws and regulations.
11. Comply with university policies and procedures.
12. Communicate with students to ensure timely submission of all required information and forms.
13. Maintain acceptable student satisfaction levels.
14. Develop and maintain professional relationships with students, graduates, and business and community leaders.
15. Participate in periodic training and professional development activities.
16. 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 Enrollment and Completion.
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.