

POSITION	ENROLLMENT SPECIALIST
CLASSIFICATION	Non-Exempt/Full-Time
COMPENSATION	Level J
SUPERVISORY CONTROL	Enrollment/Outreach Manager
SUPERVISION EXERCISED	N/A
SUMMARY of RESPONSIBILITIES: Market SUMCD programs and provide excellent customer service to prospective and current clients. Maintain full enrollment in programs by efficiently and effectively assisting families in program selection, collecting required enrollment documentation, enrolling children, and transitioning children to program staff. Maintain waitlist and enrollment information in data systems and child files.	

QUALIFICATIONS

<p>EDUCATION & EXPERIENCE:</p> <p>Required: High school diploma or GED, plus 5 years experience as an administrative assistant, marketing/sales, or related office and customer service experience</p> <p>Preferred: Associate's degree and 2 years professional administrative/customer service experience</p>	<p>KNOWLEDGE & SKILLS Required:</p> <ul style="list-style-type: none"> • Ability to work with cultural, ethnic, and socio-economic diverse populations • Ability to work independently managing multiple projects • Excellent verbal and written communication skills • Office management and data system skills
--	---

GENERAL EXPECTATIONS

1. Have an interest in and concern for children and their families.
2. Follow policies and procedures of the organization.
3. Consistently report to work on time prepared to perform duties of position.
4. Support agency mission and program philosophy.
5. Maintain confidentiality.
6. Maintain a positive and respectful attitude.
7. Use agency computer system to complete duties.
8. Attend and make use of training opportunities.

DUTIES AND RESPONSIBILITIES

1. Market program to prospective clients by describing services and providing tours to parents; assist in community outreach by marketing services at fairs/community events, distributing brochures, connecting with employers, hanging posters, etc.
2. Create flyers, brochures, posters, and forms for use in marketing and enrolling families (in coordination with the Enrollment/Outreach Manager).
3. Coordinate enrollment with program managers, center directors and school-age management staff; maintain waiting lists and assist parents and prospective clients in determining appropriate services.
4. Develop and maintain knowledge about all services at SUMCD and other support services in the community.
5. Develop and maintain knowledge of financial subsidies available in order to make appropriate referrals of families; manage, track, and determine eligibility of subsidy programs. (CCIS, sibling discount, employee benefit, Head Start/Early Head Start, private donations, etc.) .
6. Maintain communication with prospective clients, including those on waiting lists.
7. Engage families and complete enrollment process with enrolling parents; process application and enrollment documentation, enter information into database systems, prepare necessary files, and communicate with center/program staff, consistent with SUMCD policy and procedures.
8. Maintain individual family service notes and records necessary to document client use of services.
9. Maintain and update the enrollment data systems for planning enrollment and for program/center staff to plan staffing.
10. Manage systems to ensure updating and accuracy of fee assessment, contracting procedures, parent/child database, child health assessment tracking, and CACFP enrollment.
11. Manage attendance records and respond to fee questions from parents (coordinate with fiscal assistant).
12. Coordinate with the fiscal assistant any adverse actions to CCIS-funded clients; provide fiscal assistant with

- backup documentation as needed for delinquent fee notices to other clients.
13. Attend staff meetings, parent events, and other meetings as necessary to ensure customer service and coordination of enrollment with other center staff.
 14. Prepare necessary paperwork to send to parents when a child is terminated, including closing out records in the office.
 15. Interact professionally with agencies, referral sources, funding sources for clients, and other local social service agencies.
 16. Perform other responsibilities as assigned.

PHYSICAL FUNCTIONS

In order to carry out the essential functions of this position, the employee must be able to perform the following physical functions without any health restrictions: walk with or without mechanical assistance; sit in adult chairs for 60 minutes continuously; bend occasionally; lift and carry 10 lbs; reach laterally with arms; hear and see within normal ranges; work indoors in temperatures between 60 – 90 degrees; finger dexterity write, type, collate, and staple repetitively; exposure to noise which is typical in an office with visiting children.

MENTAL REQUIREMENTS

Effective English communication skills verbally and in writing, including both expressive and receptive skills.

Effective time management.

Mental flexibility.

Judgment which results in sound decisions.

Initiative and resourcefulness in meeting job requirements and objectives.

EMOTIONAL REQUIREMENTS

Motivation and self discipline to learn independently.

Patience in family services, teamwork.

Interpersonal skills which support constructive workplace relationships and teamwork

Manage repetitive administrative tasks as assigned without experiencing undue stress.

Maintain energy and display enthusiasm for work.

Maintain professional boundaries with other employees and with children/families.

MARGINAL FUNCTIONS

Provide transportation in personal vehicle or agency vehicles as needed: Have access to a vehicle with current registration, inspection and insurance; have a valid state driver's license; agree to use safety equipment in the vehicle properly; and be willing to use this vehicle on the job for self and transportation of others.

This job description is a general description of essential job functions. It is not intended as an employment contract, nor is it intended to describe all duties someone of this position may perform. All employees of Snyder Union Mifflin Child Development, Inc. are expected to perform tasks as assigned, regardless of job title or routine job duties.

I HAVE READ AND UNDERSTAND THE DUTIES AND RESPONSIBILITIES OF THIS POSITION.

Name

Date