



IEC Chesapeake, Inc.
Position Description

Job Title: CSR – Enrollment Specialist
Department: Education
Reports To: Education Department Manager
FLSA Status: Hourly/Non-Exempt

SUMMARY: This position provides administrative coordination for assigned programs, serving as a point of contact to students, prospective students, and faculty on matters related to courses and enrollment, program requirements, policies and procedures, and other administrative matters.

ESSENTIAL RESPONSIBILITIES:

- Receives and screens visitors, telephone calls and notifies staff members or relays messages.
- Maintain office and front lobby in organized and professional manner.
- Provide administrative support to the Education department.
- Communicates with students regarding program and enrollment procedures. Schedules appointments and prepares student files for enrollment.
- Processes applications including administering entry exams and setting up for interview. Responsible for follow through for completion of process and updating electronic and paper file with status and paperwork.
- Assist with A/R, A/P
- Prepares correspondence and mailings to applicants and prospects, maintains applicant records, and organizes information.
- Assists with state registration paperwork for all students including employer documents.
- Maintain files, paper and electronic, to include but not limited to: student files, registration and enrollment paperwork, attendance rosters, instructor files, policies and procedures, book forms and other items pertaining to program.
- Maintains daily appointment calendar for assigned staff; communicates information regarding cancellations or changes.
- Assists with coordination of events, meetings and conferences; program registrations and communications; coordinate room reservations, set-up, equipment, and provide logistical support. Makes appointments and travel arrangements as needed.

QUALIFICATIONS

The successful Candidate will be comfortable working as part of a team guided by the mission, vision, and strategic goals of IEC Chesapeake, and meet the following qualifications:

This position requires a high school diploma or equivalent, with two years of experience in office or administrative positions. Appropriate college coursework or vocational/technical training may substitute at an equivalent rate for the required experience.

Valid motor vehicle license required.

Must possess a high level of strong organizational skills, attention to details orientation, efficient management of time and resources as evidenced by ability to set and meet clear deadlines; and excellent written, oral and presentation skills.

Must be proficient in the use of Windows OS, Microsoft Office-to include WORD, EXCEL, PowerPoint, Publisher, Outlook and navigation of Internet.

PHYSICAL REQUIREMENTS

Maintaining body equilibrium and agility to prevent falling when walking, standing, crouching, ascending or descending stairs.

Bending the body at the waist, the legs at the knees, and extending arms and hands in any direction in a repetitive manner.

Standing, walking, sitting, speaking, and viewing computer screens for long periods of time.

Using upper extremities to apply or exert a force up to 20 lbs.

Typing, punching or applying pressure to an object with fingers and palm for extended periods of time.

WORK ENVIRONMENT and ENVIRONMENTAL CONDITIONS

Primary work environment is indoor temperature-controlled.

Local vehicle travel required as necessary up to approximately 5%.