Enrollment Specialist  
**Job Number:** 12809  
**Posted:** 06/18/2015  
**Contract Title:** Higher Education Assistant  
**Position Type:** Fulltime/regular  
**Closing Date:** 07/18/2015  
**Compensation:** $42,873 - $46,302  
**College Website:** John Jay Online

John Jay Online is seeking an Enrollment Specialist. As a key team member, the Enrollment Specialist will support recruitment operations for online programs in higher education, continuing education, and professional studies. The Enrollment Specialist will provide high quality in-person, telephone, email, online and outreach student-centered services to prospective and current students as the first point of contact. S/he will assist prospective students in making fully informed decisions on how to achieve their educational goals by communicating essential information, answering questions, counseling and providing problem resolution, following through registration, enrollment, and financial aid. Successful candidates will possess consultative relationship building skills and a passion for helping students. Duties include but not limited to: - Contact and follow-up with prospective online students from inquiries to secure standard appointments. Effectively follow lead management process. - Communicate with new and prospective students by extensive phone contact. - Maintain lead data in the College's customer relationship management (SalesForce CRM) system, ensures accurate student information while ensuring confidentiality of information, and produce reports. - Serve as the primary point of contact for student questions and concerns regarding degree requirements, programs, policies and procedures. - Guide prospective students through the admissions and enrollment processes including answering questions relating to program requirements, transfer credits, payment options, etc. - Maintain positive relationships with students to help support program retention and generate referral activity. - Understand and keep up-to-date on the institutions' online programs and admissions requirements. - Contribute to the development of marketing strategy, campaigns, and materials.

**Minimum Qualifications:** Prior work experience assisting non-traditional adult students in an online environment. Prior work in a higher education environment a plus. - Proficient in navigating the Internet, Microsoft Outlook, Word and Excel and Salesforce CRM. - Self-motivated, with strong desire to reach out to prospective and new students as well as others to establish rapport and build relationships. - Passion and determination to educate and deliver exceptional service. - Exceptional written and verbal communication skills and confident phone presence. - Ability to work on a flexible schedule, including evening and weekend hours. - Critical thinking, problem solving and good judgment. - Outstanding attention to detail and follow through. - Able to work collaboratively in a team environment.

**How To Apply:** To apply, go to www.cuny.edu, access the employment page, log in or create a new user account, and search for this vacancy using the Job ID or Title. Select "Apply Now" and provide the requested information.