

BELHAVEN UNIVERSITY

Our Standard is Christ

Position Title	Enrollment Counselor
Department	Adult, Graduate, and Online Enrollment
Direct Supervisor	Director of Online Admission
Designation	Exempt

Overview

The Enrollment Counselor will work closely with the Director of Online Admission in the coordination of the University's enrollment management plan for the Online program.

Position Description

- Must have the ability to passionately articulate the educational mission of Belhaven University to prospective students in a phone center environment.
- Responsible for daily interaction with identified student inquiries, applicants, accepted applicants and registered students. The telephone will be the primary means of communication and will be used to build relationships with prospective students. Text, chat, email, and face-to-face meetings will also be used.
- Must be comfortable with meeting weekly, monthly, and yearly enrollment goals. Goals are set at the beginning of the academic year for each start within the year.
- Engage students in conversation about their career objectives in order to help them identify the best Belhaven degree for their needs. Once degree options are identified, counselors will then coach students through the enrollment process.
- Obtain referrals from current prospects and alumni to identify friends and family that could benefit from a Belhaven degree.
- Embrace best practice strategies in order to influence prospect decision-making throughout all stages of the enrollment funnel. Timely communication is paramount.
- Embrace and excel in a measured environment where daily, weekly and start information is monitored and used to create improved performance. All aspects of the job are measureable.
- Ability to learn and use the Colleague/Recruit database.
- Prepare and maintain appropriate records and reports for the purpose of monitoring recruitment results.
- Work closely with the office of student financial planning to provide accurate information concerning all aspects of the financial aid process. Encourage students to complete the FAFSA early in the enrollment process.
- Participate in professional development activities involving the Office of Admission.
- Stay informed of the competition. Know what other colleges' activities are in order to make suggestions or recommendations on how strategies at Belhaven can be improved.
- Other duties as assigned by the supervisor.

Qualifications

- Bachelor's degree, master's degree preferred
- Possess both verbal and organizational skills
- Willingness to engage the public and academic communities
- Experience in college admission, marketing, or counseling is desired but not necessary if the candidate possesses strong communication skills and is task-oriented.

Interested applicants may make application by submitting:

- 1) Letter of interest

- 2) Resume
- 3) Reference list with contact information (including personal Pastor)
- 4) Statement of faith, including description regarding how the candidate would seek to integrate their faith into the Enrollment Counselor position.
- 5) Please prepare a brief account (no more than 750 words) of your spiritual pilgrimage including the time and circumstances surrounding your becoming a believer in Christ and your current relationship with Christ. Please click on this link http://www.belhaven.edu/belhaven/employment_pdfs/LetterOfEmploymentCommitment.pdf to review Belhaven University's Commitment Statement including our employee expectations. Should you receive a job offer you will be asked to sign accepting this commitment.

Only applicants who submit all five required items will be considered.

Interested applicants should send their information to ssullivan@belhaven.edu.
Suzanne Sullivan, Assistant Vice President for Adult, Graduate, and Online Enrollment
No phone calls, please.
Additional information about Belhaven University may be found at www.belhaven.edu.