

Enrollment Specialist - NWO

DEPARTMENT:	Enrollment	PAY BAND:	3
LOCATION:	Regional Office	TRAVEL REQUIRED:	Minimal in-state travel
DIRECT SUPERVISOR:	Regional Coordinator	POSITION TYPE:	Full Time/Non-Exempt/Year-Round
JOB DESCRIPTION:			
<p>ROLE & RESPONSIBILITIES:</p> <p>The Enrollment Specialist is primarily responsible for initiating and completing the successful enrollment of students into TRECA Digital Academy. The Enrollment Specialist is a professional, friendly, high-quality service representative of TRECA Digital Academy.</p> <p>PRIMARY RESPONSIBILITIES INCLUDE:</p> <ul style="list-style-type: none"> ● Provide information and assistance to customers and potential customers via telephone, email, and/or face-to-face interviews. ● Facilitate the completion of all necessary pre-orientation paperwork and necessary procedures. ● Prepare and file student records information consisting of both paper and electronic copies. ● Create and manage student orientation calendars and schedules. ● Prepare pre-orientation and post orientation paperwork packets. ● Maintain accurate information in the student information system. ● Setup and prepare regional enrollments including paperwork, and facilities; oversee and ensure equipment setup. ● Greet and welcome all students and families; act as customer service representative. ● Conduct new-student group orientations and personal enrollment interviews. ● Maintain a thorough working knowledge of TRECA Digital Academy systems, programs, and educational tools. ● Distribute, collect, file, and update all student related forms in accordance with any and all regulations. ● Oversee and track the deployment of equipment to students and families. ● Assist with recruitment activities. ● Assist with state-mandated testing scheduling and administration. ● Interface daily with all required organizational communication systems. ● Assist with state testing as needed. ● Assist with summer school as needed. ● Perform all other related duties as assigned. <p>QUALIFICATIONS & EDUCATION REQUIREMENTS:</p> <ul style="list-style-type: none"> ● Minimum High School Diploma or equivalent (Associate's Degree in Business Administration or related field preferred) ● Must reside in Ohio ● 2-4 years previous Customer Service Experience; experience in a school district or other 			

educational environment preferred

- Basic Desktop Computer support knowledge, training or experience
- Proficient with computers and office-related software (Word processing, spreadsheets, e-mail, databases, etc.)
- Knowledge of basic 21st Century skills and tools related to on-line learning
- Strong customer service skills
- Strong communication skills (both written and verbal)
- Strong organizational skills and attention to detail
- Is discreet and recognizes the importance of maintaining confidentiality when handling or conveying information obtained in work setting
- Ability to provide acceptable background check

LAST UPDATED: May 17, 2023