



JOB DESCRIPTION



INFORMATION			
Job Title	<i>Enrollment Support Specialist</i>	EEOC Job Classification	Professional
		FLSA Classification	Non-exempt
Department	OLP Administration	W/C Classification	8810 – Clerical
Reports To	Director of Online Marketing & Enrollment	Reviewed	7/26/2022

SUMMARY
Advance the mission and vision of TMUS by providing routine assistance to prospective and current online students with admission/transfer, or records and registration policies and procedures.

ESSENTIAL JOB FUNCTIONS
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
<ul style="list-style-type: none"> • Assist in maintaining records and monitoring required data into integrated student data base. • Manage, expedite, and maintain files, records, and other documents to ensure accurate and complete files throughout the enrollment process. • Resolves routine process problems as they arise to ensure customer satisfaction. • Support ongoing enrollment efforts. • Respond within required time to admission inquires. • Process online student applications. • Provide technical guidance and interpretation to students on enrollment policies and procedures. • Perform other miscellaneous job-related duties as assigned.

QUALIFICATIONS
<ul style="list-style-type: none"> • Has a personal relationship with Jesus Christ, a demonstrated commitment to the doctrinal position of TMUS, and a continuous exhibition of a desire to minister and serve others in varied capacities. • Demonstrated ability to establish and maintain effective working relationships with staff, faculty, vendors, students, &/or community members of diverse academic, socio-economic, cultural, & ethnic backgrounds. • Exercise confidentiality, good judgment and discernment. • Commitment to respect and submit to departmental and Institutional leadership. • Ability to independently execute on projects with commensurate self-starting capabilities. • Strong oral and written communications skills encompassing the ability to monitor and appropriately adjust expectations of our constituents and valued partners. • Able to maintain appropriate demeanor especially in cases of high stress and volatility. • Ability to communicate effectively, both orally and in writing. • Knowledge of customer service standards and procedures. • Possess excellent organizational skills. • Must successfully pass a background investigation.

SUPERVISORY RESPONSIBILITY

- This position has no supervisory responsibility.

EDUCATION AND EXPERIENCE

- Bachelor's degree or equivalent
- Three years' experience in an educational institution or equivalent preferred.
- Proficient in Microsoft Office Suite

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to talk, hear, speak, stand, and walk.
- Repetitive motions on a keyboard and looking at a computer monitor for an extended duration of time is required.
- This position requires the ability to occasionally lift, push, pull, grasp, and bend while lifting up to 30 lbs.
- Some travel may be required including overnight stays.

ADDITIONAL INFORMATION

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

The Master's University & Seminary does not discriminate on the basis of race, color, national origin, ancestry, gender, age, marital status, veteran status or prior military service, medical condition, or any physical or mental disability. We are committed to practicing principles of equal employment opportunity and diversity based upon sovereign Biblical principles.