
Job Title	Enrollment Coach
PVN ID	KB-2211-005234
Category	Instruction and Social Service
Location	KINGSBOROUGH C. C.
Department	FLEX Program
Status	Full Time
Annual Salary	\$60,000.00 - \$65,000.00
Hour(s) a Week	35
Closing Date	May 31, 2023 (Or Until Filled)

General Description

The R&R Program: Re-Engagement and Re-Enrollment grant at Kingsborough Community College was funded by the Heckscher Foundation for Children to support high school graduates during the 2018-2022 time period who never attended college or started attending but did not complete a degree. These students were significantly affected by the COVID-19 pandemic and KCC is committed to supporting them through a holistic, success coaching approach to student success.

Reporting to the FLEX Program Manager and working closely with a Student Success Coach and a Career Coach, the Enrollment Specialist/Coach will coordinate recruitment and communication efforts focusing on attracting and supporting the target populations from point of identification through the entire enrollment process to the point of advisement, registration and orientation.

This is a one-year grant funded position.

Other Duties

Utilizing current enrollment tools and data to make decisions and adjust processes the Enrollment Coach will:

- Outreach to the target population in multiple ways, using text, email, phone calls, marketing and personalized outreach.*
- Work with community-based organizations and high schools who have contact with the target population to enhance messaging, recruitment, and yield*
- Build and maintain rapport and trust with students via Zoom, phone calls, email, text and meetings*
- Create communication processes and plans and implement them through the Connect system*
- Provide prospective students with intensive guidance and high-touch support through the admission/readmission process*

- *Guide prospective students through their decision-making process by engaging in a consultative dialogue to explore and uncover student needs and concerns, presenting complex information with precision, and identifying strategies for removing potential enrollment barriers*
- *Develop application/enrollment/registration plans that connect students' overarching goals with their specific academic requirements*
- *In collaboration with the Career Coach and Student Success Coach, conduct program focused information sessions and career exploration workshops*
- *Accurately document all student interactions, information, and progress*
- *Utilize data to inform and adjust processes to meet student individualized needs and tailor supports*
- *Maintain strong knowledge and understanding of academic programs, student support areas and college admission/readmission policies and processes*
- *Convene regular meetings of the grants team to plan and track progress*
- *Prepare data and updates for grant reports as required*
- *Work collaboratively with KCC offices and staff*
- *In-person work is required with ability to work some evenings and weekends*

Qualifications

Bachelor's degree and four years' related experience required.

Outstanding verbal, written, and interpersonal communication skills, including the ability to interact in an engaging and supportive manner in asynchronous and synchronous modalities

Preferred qualifications:

- Experience with higher education recruitment/enrollment function; understanding of full enrollment cycle
- Demonstrated experience/understanding of challenges experienced by high school graduates and stop-out students
- Ability to utilize communication and tracking technologies (CRMs, Microsoft Office Suite, Starfish/Navigate) and aptitude to learn new systems as needed
- Excellent technical skills and proficiency with managing data using excel and access
- Team approach to student support with ability to work across departments to ensure student success
- Ability to multitask and prioritize successfully
- Experience with CUNYFirst (PeopleSoft), desirable