

**Enrollment Specialist  
Admissions/Recruitment/Gateway Services**

**Essential Duties (not inclusive):**

**Enrollment Triage/Coaching**

- Assist admitted students by directing them to and informing them of the next steps in the enrollment process such as financial aid, testing, advising and academic planning, new student orientation
- Assist prospective students from the point of inquiry to graduation acting as a point person providing exceptional customer service
- Proactively monitor admitted students utilizing customer relationship management system, student information system and advising system
- Track admitted students' progress through enrollment stages to ensure timely completion of the necessary steps to enroll at NCSC
- Notify admitted students of problems with their academic records including transcripts, financial aid, etc. and assist with resolving any issues
- Provide students with scholarship, grant, and funding resources and assist with application process as appropriate
- Direct admitted students to ACCUPLACER study materials and assist with Testing & Assessment Waiver process when applicable
- Refer students to the appropriate specialized staff for such matters as disability services, financial aid assistance, TRIO Student Support Services, career exploration, etc.
- Serve as a liaison to Admissions department and foster intentional relationships with advisors, staff, and departments

**Re-Enrollment Outreach**

- Assist with recruitment efforts at various schools when needed
- Re-engage students who completed enrollment process but delayed attendance to the College
- Assist students in removing barriers to re-enrollment to the College
- Advise students on options regarding change of major, etc.
- Communicate with students through phone calls, email, text messaging and other materials

**AAdvising/Registration**

- Direct students early in the enrollment process to tools such as Career Coach, Ohio Means Jobs, FOCUS2 to assist students in clarifying and choosing a major and career pathway
- Assist with Walk-In/Drop-In traffic
- Understand FAFSA deadlines, process, procedures and changes in order to accurately advise students

**College Credit Plus Department Support**

- Assist with student outreach events on campus to increase student advising contact and registration
- Support and assist with department/division initiatives to increase persistence and retention
- Build relationships with regional high schools and community agencies while continuing to strengthen partnerships with counselors to recruit general high school College now, and CCP students.
- Work with College Credit Plus director on recruitment efforts of CCP students with a goal of increasing the matriculation from CCP to general application.

**Qualifications:**

**Education:** Associate's degree required; Bachelor's degree preferred.

**Experience:** Experience in a college/educational environment or related education/training with direct customer service experience preferred; experience within admissions or advising in a college/university environment, preferably within a community college setting preferred.

Review of Resumes to begin 1/27/25  
and until filled  
(Posted 1/13/25)

**North Central State College is a great place to work. We offer:**

*Competitive pay*

*Medical/Dental/Vision Insurance with low deductibles and low co-insurance*

*Employer contribution towards retirement: 14% for SERS participants; 10.15% for Alternative Retirement Plan participants*

*College paid life insurance*

*College paid long-term disability insurance*

*80 hours of vacation to start*

*120 hours of sick time/year*

*16 hours of personal time/year*

*12 holidays and 2 additional College paid days/year*

*Free tuition at the College for employee, spouse, and dependents*

*Tuition reimbursement outside the College for employees*

*And more!*

**Please express your interest in this position by submitting a letter of application and resume:**

[www.ncstatecollege.edu/jobs](http://www.ncstatecollege.edu/jobs)

**or send to:**

**North Central State College  
Attention: Human Resources  
2441 Kenwood Circle, Mansfield, OH 44906**