

**EMMAUS BIBLE COLLEGE
POSITION DESCRIPTION**

Enrollment Services Office Assistant

POSITION IDENTIFICATION

Position Title: Enrollment Services Office Assistant

Department: Enrollment

Status: Part-time (12-month position, approximately 20 hours per week), Non-Exempt

Reports To: Director of Enrollment Services

POSITION SUMMARY

The Enrollment Services Office Assistant is responsible for assisting the Office Manager and the Director of Enrollment Services in providing customer service and administrative support for all admissions activities.

ESSENTIAL JOB FUNCTIONS

1. Acquire and maintain a general knowledge of all aspects of the Emmaus Experience that might be of interest to prospective students:
 - a. Admission process
 - b. Academic departments and majors
 - c. Transfer Credit policies
 - d. Financial aid
 - e. Athletics
 - f. Housing
 - g. Student Development
 - h. Student Organizations
 - i. On and off campus events
2. Inquiry Processing
 - a. Maintains accurate inquiry records in the CRM (Salesforce)
 - b. Enters inquiry records into CRM.
3. Events
 - a. Assists the Office Manager in coordinating and then participates in major events Discover Emmaus Visit Day, Discover Emmaus Weekend, Running Start, and Large Group Visits.
4. Inventory Management
 - a. Maintains sufficient inventory of promotional items
 - b. Maintains sufficient inventory of office supplies
5. Welcome Center
 - a. Regularly clean and organize the Welcome Center so it is ready for guests at any time.
 - b. Ensures that the Welcome Center is adequately stocked with snacks and drinks.
 - c. Periodically updates the slideshow with newer pictures.
6. General Services
 - a. Responsible for helping to create boxes of SWAG and other material for those faculty or alumni interested in representing Emmaus at external sights or events.

- b. Responsible for helping to maintain Salesforce Inquiry Database.
 - c. Provides accurate and timely expense reports for all expenses.
 - d. Serves as a back-up to other team members in the department as the need arises.
 - e. Completes other duties as requested by the Director of Enrollment Services.
7. Other Duties as assigned by the Enrollment Services Office Manager or the Director of Enrollment Services.

EDUCATION

Bachelor's degree preferred

REQUIRED KNOWLEDGE, SKILLS, AND PERSONAL QUALIFICATIONS

- Ability to work in a fast-paced environment with numerous priorities and deadlines
- Excellent interpersonal and communication skills (verbal, writing, spelling)
- Computer skills in Word, Excel, PowerPoint, email and database management
- Excellent initiative and productivity
- Detail orientation with ability to multi-task
- Strong service orientation and ability to work effectively with others in a team environment or independently
- Commitment to maintaining a high level of confidentiality
- Commitment to biblical higher education, generally, and the mission of Emmaus, specifically
- Values New Testament principles of church life and practice

PREFERRED QUALIFICATIONS

- Graduate of Emmaus Bible College or similar institution
- Former Emmaus Student Ambassador, Tour Guide, or Tele-counselor