



POSITION ANNOUNCEMENT Online Enrollment Counselor

Mount Vernon Nazarene University exists to shape lives through educating the whole person and cultivating Christ-likeness for lifelong learning and service.

Mount Vernon Nazarene University (MVNU) is an intentionally Christian teaching university for traditional age students, graduate students, and working adults who seek opportunities to learn and grow in an academic community of faith. The University provides the context for a transformational experience through excellent academics, service opportunities, caring relationships, and a nurturing spiritual and social environment. Faculty, staff, and students are challenged to achieve their highest potential, to become increasingly Christ-like, and to make a difference in their world through lifelong service.

The University seeks a full-time, 12-month, **Online Enrollment Counselor** for its School of Graduate and Professional Studies enrollment team. This is a remote/work-from-home position. The Enrollment Counselor manages the recruitment of undergraduate and graduate students in MVNU's School of Graduate and Professional Studies. A majority of the role is to work with prospective students to move them through the admissions funnel from initial inquiry to enrollment, being their main point of contact throughout the process. The Online Enrollment Counselor is expected to secure strong numbers across all aspects of the funnel leading to enrollment through a variety of strategies. In addition, successful candidates thrive while working in a fast-paced environment and are goal oriented.

The position reports to the Director of GPS Enrollment and is available immediately, upon appointment of a successful candidate. The University pay grade for this position is "D". A full complement of benefits are provided including a health care plan, retirement contributions and tuition assistance, each subject to associated waiting periods. The candidate will also receive generous holidays, and vacation and sick days earned on an accrual basis.

Responsibilities for this position include:

- Manage student admissions process from initial point of inquiry to registration/enrollment
- Connect with prospective students in multiple formats including phone calls, emails, texts, appointments, etc. meeting minimum number of connections per week
- Understand and be able clearly communicate details about each program to prospective students
- Coordinate with the Applications Office, Financial Aid Office, Registrar, and Academic Services to manage all aspects of the recruiting process
- Work extensively with the CRM database (Technolutions Slate) and Microsoft Office (incl. Microsoft Outlook, Excel, Word and Teams)
- Participate in bi-annual in-person staff trainings in Mount Vernon (May and December)
- Be available and participate in various team and department meetings throughout each week
- Generate leads by seeking referrals from prospective students, applicants, and current students as well as other outreach opportunities (including Sonfest, Homecoming, etc.)
- Continuously improve recruiting and process efficiencies consistent with metrics defined by leadership

- Be available to answer 800 line phone calls, chats, and texts at least one day per week between 8 am and 4:30 pm
- Be innovative in developing new ways to increase recruitment efforts
- Meet enrollment goals set by supervisor and leadership team
- Assist in coverage of other Enrollment Counselor's students periodically in the case of vacations, sick leave, etc.
- Other duties as assigned

Expectations for the successful candidate:

- Evangelical Christian statement of faith, experience and mission fit
- Personal commitment to Jesus Christ
- Understanding and alignment of the heritage, doctrine, and practices of the Church of the Nazarene.
- Bachelor's degree required
- 3-5 years of professional work experience required
- Experience in recruiting, admissions, and/or sales required
- Goal oriented and results driven with a high sense of urgency and commitment to excellence
- Self-motivated, organized, and able to work independently
- Available during work hours 8:30-4, M-F to answer calls and respond to texts and emails
- Excellent communication skills (including phone and written communication)
- Proficiency in Microsoft Office (Outlook, Word, Excel, Teams, etc.)
- Proficiency in Slate preferred
- Ability to maintain confidentiality concerning student information
- Ability to lift 25 lbs

To be considered for this position, please email a resume to MVNU.Recruiting@mvnu.edu and complete the application, found at: <http://mvnu.edu/jobs>. Applicants submitting materials via email should attach either a Microsoft Word or .PDF File. Alternatively, materials can be faxed to (740-397-1005), or mailed to:

Mount Vernon Nazarene University
Human Resources
800 Martinsburg Road
Mount Vernon, OH 43050

Professional and personal references are required, consistent with the responsibilities associated with this position. A background check will be performed prior to appointment. Mount Vernon Nazarene University does not unlawfully discriminate on the basis of race, color, sex, national origin, age, disability, or military service in administering its employment policies and practices. As a religious educational institution under the auspices of the Church of the Nazarene, the University is permitted by law to consider religious beliefs/practices in making employment decisions and does so to achieve its mission. The University requires as a condition of employment that all employees subscribe to standards of the Church of the Nazarene and conduct their lives in accordance therewith.