



Crow Canyon Archaeological Center Job Description

Position Title: Enrollment Assistant
Status: Non-Exempt
Employment Category: Part-Time (24 hrs/wk)
Reports to: Vice President of Operations

Position Summary:

The enrollment assistant position combines three key functions in the enrollment services of the Marketing and Sales Department: registration, sales and accounts receivable. The person in this position is responsible for responding to inquiries and converting inquiries to sales and memberships; processing registrations and all required documents; invoicing and collecting payments; and creating and updating participant records

Education and/or Experience:

Bachelor's degree and two years of experience in, sales, bookkeeping, marketing, and high level of customer service experience or equivalent combination of education and experience in a related field of study is required. Knowledge of archaeology or education practices will be given preference. The successful candidate must be highly organized and should demonstrate great attention to detail, possess advanced computer skills and excellent written and verbal communication abilities, and have excellent customer-service experience to perform the essential duties.

Essential Duties and Responsibilities:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the necessary knowledge, skills, and abilities. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Overall responsibilities are to Assist the enrollment specialist with activities related to enrollment of participants in school, teen, and advertised on- and off-campus adult programs.

- Provide customer service: answering participant questions via phone calls, e-mails, and acknowledging receipt of online registrations.
- Process payments and confirm accuracy of statements.
- Participate in the reconciliation of payment with finance department
- Backup for enrollment report
- Provide backup for preparing contracts for school groups
- Provide backup for preparing invoices for teen and adult programs
- Data base entry of participant information, program registrations, payments, and any other related information into database.
- Promote Crow Canyon membership in all phases of the sales and recruitment processes
- Receive and resolve, or assist in resolving, participant concerns and complaints.
- Report all complaints to appropriate program directors (*e.g. lodging , meal complaint*—director of campus services; program complaint—director of education, director of Cultural Exploration or director of archaeology)

Knowledge, Skills and Abilities:

- Skilled at writing and editing
- Excellent interpersonal skills and ability
- Strong customer service ethic; ability to use interpersonal skills to resolve problems with tact and diplomacy.
- Adaptable, flexible, and receptive to change.
- Must exhibit tact and diplomacy, and hold privileged information in the highest level of confidence.
- Ability to work independently, exercise sound judgment, prioritize, manage multiple tasks and assignments, and meet tight deadlines.
- Strong organizational skills and attention to detail are essential.
- Commitment to teamwork; ability to work effectively and collaboratively with colleagues and multiple department staff members
- Mature, professional attitude and demeanor.
- Proficient skills in MS Office (Word and Excel).

Physical Demands:

- Occasionally lift and/or move up to 50 pounds
- Ability to accept and respond to 25-50 calls per day
- Ability to hear at normal speaking levels with or without correction
- Use hands and fingers repetitively
- Sit for prolonged periods
- Ability to work evening and weekend shifts
- Ability to travel as needed

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

Certificates, Licenses, and/or Registrations:

- Background check will be conducted upon hire.

Note: This is a general description of the kinds of duties and responsibilities that are performed by employees who have this title. It shall in no way be construed as an all-inclusive determination of the specific duties and responsibilities of any particular position. It is not intended in any way to limit the right of any supervisor to assign, direct, and control the work of employees under his or her supervision.