



Job Description

Title	Recruitment and Enrollment Services Assistant
Department	Academic
Program	Dual
Reports to	Chief Academic Officer
Location	Mexican American Catholic College
Work Schedule	8:00 am to 5:00 pm, with some occasional weekends and evenings
Position type	Full-time
FLSA Status	Non-exempt
Last Revision	October 21, 2022

Summary:

The Mexican American Catholic College's (MACC) Recruitment and Enrollment Services Assistant works in a mission-driven organization and provides comprehensive assistance to deliver solutions that foster student-centered recruitment and enrollment services. The assistant occasionally attends conferences to staff the recruiting booth and works with various directors to reach out to potential dioceses and students and ensure students are registering appropriately. The assistant also fields inquiries regarding the different programs at MACC.

Position Responsibilities: (List from highest to lowest priority)

- **Academic Affairs (20%)**
 - Provides copies of approved syllabi to faculty and verifies that each course includes a syllabus at least two weeks before the semester begins.
 - Obtains and shares faculty CVs, transcripts, and other pertinent documentation from HR with stakeholders.
 - Assists in preparing reports using word processing, spreadsheet, database, or presentation software.
 - Assists in identifying if programming in other languages is needed.
 - Assisting in writing minutes during Faculty Meetings.
 - Scheduling faculty and other committee meetings and notifying/reminding the attendees as needed.
- **Recruitment Efforts (30%)**
 - Promotes MACC's programs by outreach to target populations.
 - Provides information regarding programs and events to interested prospects, both for academic and continuing education programs.
 - Collaborates in establishing long range and short-term goals and outcomes for effective outreach to prospective students for different programs.
 - Assists in the recruitment, enrollment, and retention of students in the various programs, such as communicating formation programs information to parish and diocesan leaders and communicating the language programs to interested individuals.
 - Participates in some program meetings and other diocesan/regional meetings/conferences as requested by program directors.



• Enrollment Services (50%)

- Promotes record integrity and accuracy by:
 - Maintaining an up-to-date directory and transfer data in the college management systems.
 - Tracking and utilizing consistent nomenclature.
 - Entering and maintaining consistent data and records throughout the recruitment-to-admission process as well as during students’ time in college.
- Provides access to helpful resources and information by understanding all aspects of domestic and international admission requirements; and of special events (e.g., open house, new student orientation, and graduation).
- Updating electronic forms to special events and other resources.
- Assists in preparing schedule of courses each semester, as requested by Dean of Students.
- Sending succinct messages via authorized platforms to create awareness, provide reminders, and emphasize deadlines, especially to students.
- Facilitates the timely submission of required/requested forms/documents by:
 - Assisting students with limited access.
 - Maintaining managed data (schedules/transcripts and registration) to share with students and stakeholders.

Competencies

Competency	Description
Adaptability	Ability to adjust to changing conditions and remain committed to excellence.
Building Collaboration	Ability to develop, maintain and strengthen internal and/or external relationships in order to build momentum and accomplish set goals and/or the organization’s Mission.
Customer Service	Ability to be attentive to the needs of internal and external customers and being able to find resolution within the parameters of set standards and messaging in a positive manner.
Interpersonal Awareness	Ability to demonstrate emotional intelligence in various settings and with a diverse population.
Managing Change	Ability to be flexible during changing conditions while maintaining commitment to excellence to meet team objectives.
Confidentiality	Ability to keep student, professors, and other stakeholders’ confidential information.

Minimum Qualifications:

- Education**
 - High School Diploma or General Equivalence Diploma required; Bachelor’s degree desired, 60+ credits from an accredited institution in any field of study, preferred.
 - Ability to work with a culturally diverse team.
- Experience**
 - Minimum of 3 years’ experience in customer service and/or office work, preferably in student services-higher education.
 - Diocesan Pastoral Center or parish experience is preferred.
- License and Credentials**
 - Reliable transportation
 - Valid driver license



Minimum Knowledge and Skills:

- Proficient telephone and communications skills;
- Extensive working knowledge of Microsoft Office applications;
- A solid grasp of customer service and problem solving of small issues guests and students may face;
- Must be detail oriented, self-starter, organized, self-motivated, work well independently and on a team;
- Must have good written and verbal skills;
- Working knowledge of office machines;
- Professional, friendly and welcoming disposition;
- Must be bilingual in English and Spanish and speak both languages comfortably;
- Technically savvy and adaptive to ever-changing campus dynamics;
- Contributes to team effort by accomplishing related tasks as needed.

Travel Requirements:

Travel requirements for the position includes 15% local travel.

Physical Requirements:

The position requires the following physical demands in the frequency noted.

C = Constantly (2/3 or more of the time)

O = Occasionally (Up to 1/3 of the time)

F = Frequently (From 1/3 to 2/3 of the time)

R = Rarely (less than on hour per week)

Physical Demands	Frequency	Physical Demands	Frequency
Lifting up to 40 pounds	Rarely	Reach above shoulder height	Occasionally
Sitting	Frequently	Reach below shoulder height	Frequently
Walking	Frequently	Driving	Occasionally
Running	Rarely	Stooping	Rarely
Standing	Frequently	Pushing	Rarely
Bending waist (forward or sideways)	Rarely	Pulling	Rarely
Balancing	Rarely	Talking	Frequently
Squatting	Rarely	Hearing	Frequently
Climbing	Occasionally	Crawling	Rarely
Repetitive motions	Occasionally	Other:	