



# UNIVERSITY COLLEGE CAYMAN ISLANDS

## Job Description

### 1. DESCRIPTION

<b>Title:</b>	<b>Enrolment Advisor</b>
<b>Jobholder:</b>	
<b>Reports to:</b>	<b>Admissions Manager</b>
<b>Department/University</b>	<b>Administration</b>

### 2. DIMENSION

The primary focus of this position is outreach and response to prospective students and enrolment of applicants by utilizing phone, internet technology and a customer relationship management (CRM) system. The Enrolment Advisor is responsible for determining a prospect's initial eligibility for programmes at UCCI and working with prospective students through the enrolment process (applications, transcripts and university onboarding procedures). The ideal candidate will need resiliency to maintain a high energy level on a high number of inbound/outbound calls daily to and from prospective students, interpersonal skills to connect with prospective students on calls, openness to feedback, ability to listen actively for long periods of time, confidence, adaptability and integrity to handle various methods of communication.

### 3. TERMS OF APPOINTMENT

- The Enrolment Advisor is appointed by the President and CEO.
- An appointment as Enrolment Advisor is for a contractual period determined by the President and CEO, or his/her designee.
- Continuation of an appointment as Enrolment Advisor is subject to a satisfactory annual performance review.

### 4. CRITERIA FOR APPOINTMENT

The criteria for appointment as Enrolment Advisor are as follows:

- Bachelor's degree in Student Affairs, Communications, Psychology, Education or Business Administration;
- Five (5) years related work experience, tertiary experience is preferred.

#### **Knowledge, Skills and Abilities Preferred**

##### **Work Experience**

- Experience providing advising and other student success programs in a college, university, or secondary education setting;
- Familiarity with the public and private school education system in the Cayman Islands;
- Track record of growing student enrolment, improving retention and completion; evidence of implementation of best practices in student services;
- Success in promoting a holistic student experience; support of collaborative relationships between academic and student services functional areas;
- Working in retention, academic recovery and support, student success, academic advising, teaching, and/or within other student success initiatives;
- Previous high-volume phone work experience, or promotions, highly preferred;
- Experience working in a technology-driven enterprise.

#### **Skills**

- A strong work ethic and a goal-oriented, self-motivated approach toward achieving consistent results, and can work well in a team environment
- Maintaining an established work schedule, including some evenings and weekends.
- Effectively using interpersonal and communication skills.
- Effectively using organisational, planning, problem-solving skills, including focused attention to detail and follow-through.
- Working in a collaborative manner.
- Maintaining confidentiality of work-related information and materials, including information from student records.
- Effectively working with a diverse and multicultural community and student body.
- Public speaking and delivering effective presentations.
- Experience with non-traditional students and developmental education needs
- Competency for analysing recruitment-related data and assessing programming activities.
- Skill in multitasking and workload prioritising under deadline pressure, using independent judgment for decision-making.
- Current knowledge of student development, advising, learning and retention theories and best practices.

#### **Technology Skills**

- Skilled in the use of a variety of spreadsheets, word processing, database, presentation software, and web-based content management systems to compose and prepare a variety of correspondence, reports, and other materials.

### **5. RENUMERATION**

The Enrolment Advisor shall receive remuneration determined by the President based on contractual arrangement.

### **6. ACCOUNTABILITIES**

The Enrolment Advisor shall be accountable to the Admissions Manager of the University College of the Cayman Islands for the following:

#### **Institutional Commitment**

- Service – promotes the social and intellectual growth of all students at UCCI.
- Professionalism – recognizes diversity in UCCI's organizational culture; understand department and UCCI policies and promotes an environment conducive to learning; demonstrates a professional conduct in discussing and dealing with internal issues; maintains balance of work and personal life while engaging in new knowledge to enhance personal growth and skills; and adheres to UCCI policies regarding social conduct, attendance and dress code.
- Privacy and Confidentiality – engages in a confidential and professional manner all conversations, written and electronic information regarding students and in accordance with UCCI's privacy and legal requirements.
- Communication – maintains good relationships with UCCI's clients including the students, visitors,

- and other colleagues, even when facing pressure situations and when confronted.
- Commitment to colleagues – shows respect for colleagues; and provides constructive feedback when needed.

### **Accountabilities Specific to the Role**

- Communicates with prospective students via telephone, email, or live chat to build rapport and guide them through the application, admission, and enrolment phases of matriculation.
- Identifies recruitment funnel issues, as well as registration needs, diagnoses problems and takes appropriate actions to correct them in a timely fashion.
- Provides high level customer service through an enthusiastic and positive working attitude.
- This role includes evening hours, which may vary depending on the time of the semester to provide support for students and faculty by coordinating with IT, Facilities and Security as needed.
- Commits to staying current with degree programmes, policies, and procedures to ensure that clear and accurate information is provided to prospective students.
- Communicates effectively with prospective students and cultivates a rapport to determine educational and career goals.
- Prepares and maintains progress, conversion, and related reports on a bi-weekly basis.
- Identifies enrolment barriers for students and collaborates with administration, faculty and staff to limit and/or eliminate barriers.
- Heavy outbound phone calls and phone conversations supported by email correspondence.
- Utilisation of CRM in a manner that allows for effective follow-up and organization.
- Document all activities related to student interactions in CRM.
- Performs other related duties as assigned to ensure efficient and effective functioning of the Registrar and Admissions team.

## **7. BACKGROUND INFORMATION**

The University College of the Cayman Islands is a corporate body, which operates under the ambit of Government and is overseen by a Board of Governors.

The postholder is expected to be able to work independently, with minimal supervision and function as an integral member of the UCCI team.

## **8. ASSIGNMENT AND PLANNING OF WORK**

- Work and deadlines are frequently assigned by the Admissions Manager and occasionally assigned by the Registrar or Deputy Registrar.
- Initiative is expected in determining student eligibility for various processes, such as readmission, program conversions, and related actions.

## **9. SUPERVISION OF OTHERS**

- May require supervision of student interns on a semesterly basis.

## **10. OTHER WORKING RELATIONSHIPS**

Internal

- All Staff

External

- Health Insurance Providers
- Cayman Islands Immigration
- Scholarship Secretariat
- Government and other SAGCs

## **11. DECISION-MAKING AUTHORITY AND CONTROLS**

The post holder may take decisions on matters within the ambit of the principal

accountabilities. Generally, various projects are assigned and established by the Admissions Manager.

**12. WORKING CONDITIONS**

- Occasional evening and /or weekend hours are required for this position. Additional hours during peak periods as needed.
- Must be able to lift on occasion up to 20lbs to set up and break down special admissions & registration events
- Must be able to travel for recruitment events and school visits on island
- Standard office conditions
- Repetitive use of a keyboard at a workstation
- Stand at events or sit behind a desk for long periods of time

***This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the employee and is subject to change based on the needs of the department and/or university.***

**SIGNED** for and on behalf of the University College of the Cayman Islands by:

<b>Employee:</b>		Date:	
<b>Witness:</b>		Date:	
<b>President &amp; CEO:</b>		Date:	
<b>Witness:</b>		Date:	