

JOB TITLE: Success Coach-Enrollment Specialist, NAZ	Salary: \$35,000 - \$37,000	DATE PREPARED: 2019.08.14
STATUS: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-exempt <input checked="" type="checkbox"/> Salaried <input type="checkbox"/> Hourly <input checked="" type="checkbox"/> Full time <input type="checkbox"/> Part time <input type="checkbox"/> Temporary		
HOURS PER WEEK: Varies	LOCATION: NAZ Flagstaff	

REPORTING RELATIONSHIP:

REPORTS TO: Program Manager

SUPERVISES: N/A

POSITION SUMMARY:

ETL Success Coaches are front-line staff and the face of the organization. Each coach is part of a team that is responsible for the essential work and primary service provision of the organization’s savings-to-scholarship program. They have direct contact with the students and their families, providing individual and group “coaching” to ensure college readiness upon entry into university, promote persistence to graduation, and prepare students to succeed after college.

The Enrollment Specialist has primary implementation and administrative responsibility for the student application and income verification process in the Northern Arizona (NAZ) region. This includes scheduling and conducting Enrollment Appointments and tracking Matched Savings Account openings with students and their families, completing and reviewing files to determine eligibility, and tracking approvals for student applications. This also includes reporting on the progress and outcomes to the Program Manager. The Enrollment Specialist is required to work collaboratively with the other success coaches in their region (NAZ) and on their function team (Enrollment). The enrollment function is the highest priority for the enrollment coach, but assisting with outreach, and coaching ETL students as needed is important for all success coaches.

ESSENTIAL FUNCTIONS

- Manages Pipeline Tracker spreadsheet
- Schedule and conduct eligibility (application) and enrollment appointments with students and families
- Articulate the eligibility requirements and application process to multiple audiences
- Process applications and supporting documentation to compose student files
- Track submissions, approvals and student Matched Savings Accounts openings and deposits
- Notate files for each participants interaction and track progress in Outcome Tracker
- Maintain security and confidentiality of all participant information
- Work one-on-one with students and families (as well as with schools and counselors as needed)
- Provide frequent communication with students and families – in person, email, texting, phone
- Attend regular region and function team meetings

OTHER DUTIES AND RESPONSIBILITIES:

- Contribute to resource lists for ETL participants to assist in the areas of (included but not limited to) academic preparedness, campus connection, transportation, affordable housing, and health care
- Attend staff workshops, webinars, and other community provided trainings as ETL sees fit
- Ensure successful opening and first deposit of special Matched Savings Accounts
- Other duties and responsibilities as assigned



EDUCATION/FORMAL TRAINING/CERTIFICATION MINIMUM QUALIFICATIONS: (Required unless stated as “preferred”, “a plus” or “desired”)

- Bachelor’s degree in a related field (education, social work, or other social sciences)

EXPERIENCE

- One year of administrative/data tracking experience
- Two years direct service experience with low- and moderate-income populations
- Experience with relationship and/or partnership building

KNOWLEDGE, SKILLS, AND ABILITIES: (Required unless stated as “preferred”, “a plus” or “desired”)

- Able to work in a designated regional office space, yet comfortable using virtual systems to communicate with staff geographically dispersed across Arizona. Familiarity with and a desire to increase competency with software and online platforms.
- Comfortable working in a fast-paced and evolving market-place that requires flexibility and adaptability.
- Strong communication skills (non-verbal, verbal, interpersonal, written & listening)
- Bi-lingual – Spanish speaking, grammar and composition (a plus, but not required)
- Highly proficient with Microsoft Excel (formatting, use of basic formulas including “if” functions, data sorting, etc.)
- Knowledge of and familiarity with Access based databases or other query-able database systems desired
- Strong team-player, as a team approach is core to ETL
- Able to work and produce results with limited day to day supervision
- Comfortable conducting presentations to small groups with minimal training
- Sensitive to the issues of multicultural and multigenerational individuals and their families
- Fast learner with the ability to troubleshoot minor problems
- Exemplary time and task management skills
- Interest in interacting within the community as an ambassador of ETL to promote our services
- Highly disciplined and organized

Other relevant experience may be considered as substitutes for above qualifications.

TRAVEL

The ETL program primarily serves low-income students and their family members. It is essential that team members be sensitive to the schedules of our participants and are flexible in allocating their time. Weekly schedules may vary greatly and are dependent on program cycles. Evening and weekend work will be required occasionally. Travel within Coconino and surrounding Counties is required. Travel within the state including to statewide team meetings, trainings, etc. will be required rarely.

This description is not intended to be an exhaustive list of all responsibilities and duties associated with the job. Earn to Learn may modify this job description as appropriate.

