



Director of Enrollment

Full Time / Salary / Exempt

REPORTS TO

Vice President of Enrollment, Marketing and Student Services

DEPARTMENT

Professional and Graduate Studies

EFFECTIVE DATE

November 2020

JOB SUMMARY

This role will serve as the Director for the Professional and Graduate Studies (PGS) Enrollment team and supervise the PGS Enrollment Counselors (EC). The workload of this position is ½ Director and ½ Enrollment Counselor. Effective candidates should be passionate about leading a results driven team and helping students from initial contact to matriculation. This is a work from home/remote position.

RESPONSIBILITIES

Director Duties:

- Lead and directly supervise the EC team
- Field EC questions and concerns
- Monitor EC time-off requests and leave
- Hold weekly EC team meetings
- Hire, train and mentor new enrollment counselors
- Run and maintain enrollment reports and documents
- Update communication plans and templates
- Attend PGS Leadership and Directors Meetings
- Perform other duties and/or projects as assigned by the Vice President of PGS Enrollment, Marketing and Student Services.

Enrollment Counselor Duties:

- Apply proven recruiting methods to help students connect with SNU. This includes prompt follow-up with prospective students using telephone (call/text) and email.
- Enter and maintain information in Recruit (CRM) according to Lead Policy is mandatory.
- Meet enrollment goals and objectives set by leadership.
- Work directly with the admissions office to track paperwork and update the system on progress.



- Articulate financial aid estimates.
- Articulate transcript reviews.
- Work with other departments to assist the prospective student through the enrollment process.
- Understand University's policies and processes and Department of Education guidelines.

Required Qualifications:

- Southern Nazarene University is an expression of the Church of the Nazarene. According to SNU policy, all faculty and staff must possess a strong personal Christian commitment and be committed to the SNU mission to make Christlike disciples through higher education in a Christ centered community.
- An understanding of the importance for diversity, inclusion and equity
- Bachelor's Degree
- Strong understanding of leading with a growth mindset
- Ability to work under pressure and meet deadlines with a strong sense of urgency
- Minimum of three years of related work experience and/or relevant training
- Possess strong verbal and written communication skills
- Ability to prioritize multiple demands in fast paced work environment
- Typing and spelling competency
- Experience with various computer software applications
- Ability to maintain positive interpersonal relationships
- Ability to work independently
- Ability to operate office equipment
- Ability to provide quality customer service
- Additional duties as assigned

Preferred Qualifications:

- Masters Degree in Leadership, Higher Education, or related field
- 5+ years Experience in adult Christian higher education
- Experience with Ellucian CRM

Supervision Received:

Receives supervision and work assignments from VP of Enrollment, Marketing and Student Services.

Supervision Exercised:

Responsible for the coordination of work assignments for Enrollment Counselor employees.

BENEFITS



Generous benefit structure including family health insurance plan (shared cost), long term disability, dental insurance, group life insurance, retirement, tuition remission, vacation, sick leave, personal days, and holidays.

Updated: August 17, 2020

**SOUTHERN NAZARENE UNIVERSITY
DIVERSITY STATEMENT**

Southern Nazarene University values each person created in the image of God, therefore, we also desire to be a community that reflects representation of diversity. We care about inclusion and equity through the refining of our character, the way we create culture and the way we serve Christ. Our University values reconciliation through God's love.

**SOUTHERN NAZARENE UNIVERSITY
NON-DISCRIMINATION/EQUAL EMPLOYMENT OPPORTUNITY STATEMENT**

Non-Discrimination/Equal Employment Opportunity Statement: Southern Nazarene University policy prohibits discrimination on the basis of race, sex, age, color, creed, national or ethnic origin, marital status, disability, genetic information, veterans status or any other legally protected class in the recruitment and admission of students, in all personnel actions or decisions including, but not necessarily limited to, recruitment, hiring, training, upgrading, promotion, demotion, termination and salary, and in the operation of all university programs, activities, and services. Any concerns regarding discrimination on the basis of categories listed above should be addressed to the appropriate person:

Students contact:

Dean of Students
Southern Nazarene University
Office of Student Life
6612 NW 42nd St.
Webster Commons, Lower Level Suite 110A
Bethany, OK 73008
405-491-6336/ Email: kbradley@snu.edu

Employees contact:

Director of Human Resources (or immediate supervisor)
Southern Nazarene University
6729 NW Expressway
Bresee Hall, Room 306
Bethany, OK 73008
405-491-6333/ Email: gcollier@snu.edu

Chief Diversity Officer

Vice-President for Intercultural Learning and Engagement
Southern Nazarene University
6729 NW 39th Expressway



Bresee Suite 200
Bethany, OK 73008
405-491-6600/ Email: lcrouso@mail.snu.edu

Anyone with questions or concerns regarding sex discrimination or the university's compliance with Title IX can contact the university's Title IX Coordinator:

Executive Vice President

Southern Nazarene University
6729 NW Expressway
Bresee Suite 202
Bethany, OK 73008
405-491-6306/ Email: mredwine@snu.edu

TITLE IX DISCLOSURE

Regardless of other language in this policy notwithstanding, Sexual Harassment (including Sexual Assault, Domestic Violence, Dating Violence, and Stalking), as defined in the Sexual Harassment Policy, will be governed exclusively by the Sexual Harassment Policy and processes provided in it. All other forms of sex-based discrimination are governed by this policy, including sex-based Harassment, as defined in this policy, that does not rise to the level of Sexual Harassment as defined in the Sexual Harassment Policy.

Conduct that is initially raised through a formal complaint under the Sexual Harassment Policy may also be addressed under this policy, in the institution's discretion, when: (i) the conduct, or some part of it, may amount to a violation of this policy regardless of whether it meets the definition of Sexual Harassment under the Sexual Harassment Policy; (ii) the formal complaint, or some part of it, has been dismissed under the Sexual Harassment Policy; or (iii) a final determination of a formal complaint has been made under the Sexual Harassment Policy and separate or additional action may be necessary to enforce this policy.

Discrimination is material, adverse treatment of an individual based on a protected category. Harassment consists of unwelcome conduct on the basis of a Protected Category that explicitly or implicitly affects an individual's employment, unreasonably interferes with an individual's work performance, or creates an intimidating, hostile, or offensive work environment.

A person's subjective belief that behavior is intimidating, hostile, or offensive does not make that behavior harassment. The behavior must create a hostile environment from both a subjective and objective perspective and must be so severe, persistent, or pervasive that it unreasonably interferes with, limits, or deprives a member of the community of the ability to participate in or to receive benefits, services, or opportunities from the university's education or employment programs and/or activities. In determining whether a hostile environment exists, the university examines the context, nature, scope, frequency, duration, and location of incidents, as well as the relationships of the persons involved.

- Non-sex-based VAWA crimes.

Note that, when addressing domestic violence, dating violence, and stalking that are not sex-based (i.e., that are not covered by the university's revised Sexual Harassment policy), the university will need to provide VAWA protections to the parties. Those are outlined on the slides below.



Under Title IX of the Education Amendments of 1972, Southern Nazarene University prohibits all unlawful discrimination on the basis of sex or gender in its educational programs and activities, except where the University has been granted exemptions from certain Title IX regulations on religious grounds, including the specific religious tenet of the University.

No individual will be subject to any form of retaliation, discipline, or other adverse action for reporting conduct in violation of the university's nondiscrimination/Equal Employment Opportunity Statement, assisting/cooperating in making a complaint, or assisting with the investigation of a complaint. Any individual who believes they have experienced or witnessed retaliation should immediately notify the appropriate member(s) of the administration as identified above. Those found to be engaging in any type of discrimination in violation of law or university policy will be subject to disciplinary action, up to and including dismissal or termination of employment.

*Christian faith and employment at Southern Nazarene University: Southern Nazarene University is an expression of the Church of the Nazarene. It reserves the right to prefer employees on the basis of religion (Title VII, Section 702-703, U.S. Civil Rights Act of 1964).