

# PHOENIX CHRISTIAN PREPARATORY SCHOOL

## Enrollment Counselor

### Job Description

**Title:** Enrollment Counselor

**Counselor**

**Reports To / Evaluated by:** Chief Operating Officer

**General Responsibilities:** As a Phoenix Christian Preparatory School Enrollment Counselor, you are the first impression for prospective learners and must foster counselor-family relationships. You connect with prospective families via phone and/or email to support them in making informed decisions about their children's needs for high quality, private, Christian education. Responding quickly to inquiries and engaging with Christian families seeking private education in a safe secure environment is the hallmark of this role.

**Education:** Bachelor's degree

### Section 1 - Required Personal Qualities

1. Has received Jesus Christ as his/her personal Savior.
2. Believes that the Bible is God's Word and standard for faith and daily living.
3. Is a Christian role model in attitude, speech and actions toward others. This includes being committed to God's biblical standards for sexual conduct (Luke 6:40)
4. Regularly attends a local, evangelical church, which has a Statement of Faith in harmony with the Phoenix Christian Statement of Faith.
5. Shows by example the importance of Scripture study and memorization, prayer, witnessing, and unity in the Body of Christ.
6. Is in whole-hearted agreement with the school's Statement of Faith and Christian philosophy of education.
7. Has the spiritual maturity, ability, and personal qualities to "train up a child in the way he should go."
8. Recognizes the role of parents as holding primarily responsibility before God for their children's education and is prepared to assist them in that task.
9. Demonstrates the character qualities of enthusiasm, courtesy, flexibility, integrity, gratitude, kindness, self-control, perseverance, and punctuality.
10. Meets every day stress with emotional stability, objectivity, and optimism.
11. Maintains a personal appearance that is a Christian role model of cleanliness, modesty, and good taste, and that is in agreement with any applicable school policy.
12. Uses acceptable English in written and oral communication.
13. Respectfully submits and is loyal to constituted authority.
14. Notifies the supervisor/administrator of any policy he/she is unable to support.
15. Refuses to use or circulate confidential information inappropriately.

16. Places his/her ministry ahead of other jobs or volunteer activities.
17. Appreciates and understands the diversity of the Phoenix Christian community.
18. Recognizes the need for good public relations. Represents the school in a favorable and professional manner to the school's constituency and the general public.
19. Develops and maintains rapport with students, parents, and staff by treating others with friendliness dignity, and consideration.
20. Follows the Matthew 18 principle in dealing with students, parents, staff, and administration.
21. Seeks the counsel of the supervisor/administrator, colleagues, and parents while maintaining a teachable attitude.

## **Section 2 – Spiritual Development**

1. Reflects the purpose of the school, which is to honor Christ in every class and in every activity.
2. Motivates students to accept God's gift of salvation and help them grow in their faith.
3. Leads students to a realization of their worth in Christ.
4. Integrates biblical principles and the Christian philosophy of education throughout the curriculum and activities.

## **Section 3**

### **PRIMARY RESPONSIBILITIES:**

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**Salary in the \$26k-\$32k range (based on experience) plus a bonus structure (based on performance).**

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Communicates with new and prospective families via outbound and inbound telephone contact and in person, face-to-face engagement.
2. As a member of a high-performing team, meets weekly and monthly performance goals and generates referral activity.
3. Guides prospective families through the enrollment processes by clearly communicating requirements, payment options, technology requirements and school standards.
4. Keeps accurate records of the learner information by observing the outmost confidentiality.
5. Creates and maintains accurate contact history and necessary updates in the Customer Relationship Management System (CRM) to manage potential families during each stage within the enrollment cycle.
6. Collaborate with colleagues and management to enable a seamless enrollment process and a great student/family experience.
7. Provides an excellent customer experience in all interactions with all external and internal users.
8. Could potentially provide mentoring to other enrollment counselors with less experience.

## **QUALIFICATIONS AND EXPERIENCE**

1. A committed follower of Jesus Christ and the teachings of the Holy Bible.
2. A strong sales background and ability to convert inquiries to enrollment status.
3. A Bachelor's degree or a minimum of 2 years related experience with at least 60 college credits completed is preferred.
4. Bilingual Spanish fluency is strongly preferred.
5. Proficient with the Internet and Microsoft Outlook, Word and Excel.
6. Self-motivated, strong desire to establish rapport and relationship with prospective families.
7. Ability to work in a goal driven and measured performance environment.
8. Ability to prioritize and meet deadlines.
9. Passion and determination to deliver outstanding customer service.
10. Exceptional written and verbal communication skills and confident phone presence.
11. Ability to multitask, navigate multiple electronic systems and learn new processes and products.
12. Critical thinking, problem solving and good judgment and ability to maintain confidentiality.
13. Outstanding attention to detail and follow through.
14. Able to work harmoniously in a team environment and be open to possible Saturdays (around one half day per month) to meet business demand.