Enrollment Specialist | Online Programs and Adult Education Department

Required Qualifications:

- A minimum of a bachelor’s degree from an accredited institution.
- Valid driver’s license and ability for some travel as needed.
- Must agree to and abide by the Lifestyle Agreement as outlined by Shorter University.
- A commitment to serve Christ, current and prospective students and families, and the university.

Preferred Qualifications:

- Previous sales, recruitment, or student work experience, preferably in a higher education admissions setting.
- Demonstrated customer service ability to communicate via phone and email.
- Basic familiarity with word processing, spreadsheet and database software tools.
- Demonstrated ability to work effectively both independently and as part of a team.
- Demonstrated organizational, presentational, and interpersonal skills.
- Demonstrated ability to multitask, prioritize, and balance workload.

Job Summary:

An Enrollment Specialist is tasked with the recruitment and enrollment of a highly qualified, talented and diverse student body. Enrollment Specialist are responsible for contacting new leads, initiating contact with potential leads, and following up with previous leads. The goal of the position is to convert student leads into applicants and applicants into enrolled students. Enrollment Specialist assist potential students throughout the enrollment process and stay with them as their academic advisor who aids in degree planning and course registration. This role entails collecting admissions documents, evaluating admissions documents to determine acceptance or denial, assisting new students as they transition to an enrolled student, and continues to assist them through the remainder of their program. Enrollment Specialist may be required to travel to and from events and fairs at various times throughout the year. They must be comfortable engaging with others in various public settings. Strong communication and
conversation skills are essential. Part of being an enrollment specialist is not simply regurgitating information but being relatable, and helping people realize their goals are attainable.

Enrollment Specialists answer directly to the Director of Enrollment Services and the Vice President of Enrollment Management.

Individuals Supervised: Student Workers

Job Duties:

1. Contact all student leads and manage follow-up processes including phone calls, emails, and notes.
2. Manage the application process.
3. Manage database systems used for inquiries and applicants.
4. Evaluate and review applicant admission files as well as calculate grade point averages.
5. Stay current with college events, policies and procedures, as well as Business Office and Financial Aid processes.
6. Provide academic advisement to current and prospective students.
7. Create student degree plans and complete student registrations.
8. Assist students with academic processes, issues, and/or concerns.
9. Proactively ensures the resolution of potential obstacles to students.
10. Distributes information to students regarding academic policies and programs.
11. Monitors and reports on student activity, progress, and retention.
12. Represents the students’ interest with other departments on campus.
13. Maintain a high level of customer service and student retention.
14. Other responsibilities as assigned by the Director of Enrollment Services or Vice President of Enrollment Management.

Apply for Enrollment Specialist using the link below:


Shorter University is a Christ-centered University affiliated with the Georgia Baptist Mission Board and requires all employees to be committed Christians.

Transforming Lives Through Christ