Department Name: Enrollment Management
Intern's Supervisor: Janet Spitzig
Timesheet Approver: Heidi Nicholas
Assignment Location/Campus: District Office, 700 Carnegie Ave., Cleveland, OH
Job Category (Select up to 2): Customer Service/Office Administration    Liberal Arts/Humanities
Number of Openings: 2    Work Schedule/Hours: TBD/Flexible
Internship Duration: 10 Weeks
Internship Dates (Start/End): May 28, 2019 / August 9, 2019

Department Description: (e.g. mission statement, department responsibilities)
The Enrollment Management team serves to coordinate and direct the college wide strategic enrollment management efforts to include recruitment, enrollment and enrollment operations, retention activities, and the many structured completion initiatives at the College. We work closely with leadership teams to coordinate and evaluate all efforts on behalf of the College to leverage strategies that promote intentional outcomes, use institutional trend data to inform planning, and improve operations to support the student experience with an intentional focus on success and completion.

Job Responsibilities: (e.g. functions and/or projects)
• Work with the retention project managers to provide outreach and intervention to students to enable them to persist
• Perform data entry in customer relationship management (CRM) software to support the case management goals of the department
• Provide basic clerical support and performs varied office tasks, such as copying, filing, creating mail merge documents, etc.
• Communicate with students via phone and email in a professional, pleasant, customer-service oriented manner
• Assist with department projects and preparing materials as needed

Required Qualifications: (e.g. declared major; specific coursework; competencies, knowledge, skills, and abilities)
• Possess excellent written, verbal and interpersonal communication skills
• Possess strong organizational and time-management skills
• Proficient with Microsoft Office (Word, Excel, email and internet applications)

Preferred Qualifications: (e.g. declared major; specific coursework; competencies, knowledge, skills, and abilities)
• Major in public services, human services, business, or educational field
• Prior office experience
• Experience with database software
• Completed coursework - IT 1010