

Rockwood

LEADERSHIP INSTITUTE

SENIOR ENROLLMENT COORDINATOR

The Senior Enrollment Coordinator is responsible for being the first point of contact for leaders applying to Rockwood public programs and for ensuring quality of participant experience.

Essential Duties and Responsibilities:

Responsible for enrolling leaders into Rockwood public programs.

- Monitors online registration system to track, accept and transfer applications.
- Communicates with participants about training logistics.
- Monitors participants' pre-training assignment completion (like leadership assessments).
- Partners with the Finance team to track public training payments and revenues for enrollment.
- Ensures optimal use of Salesforce with the registration system and process.
- Coordinates with sites about participant rooming and needs, and other logistics for all public events.
- First contact to respond to questions and feedback from prospective participants.
- Prepares reports weekly about enrollment trends, and periodic reports for grant reporting.
- Partners with communications manager to collect information from participants including testimonials, photos and referrals.
- Provides administrative and clerical support for overall program delivery.

General Responsibilities:

- Understands how public trainings can most fully support Rockwood's movement toward our direction-setting goals
- Ensures smooth enrollment and training experience for participants in public programs – timely and clear communication, responsive to requests, and open to feedback.
- Proactively evaluates training and enrollment activities and identifies areas for improvement.
- Actively participates as a part of the organizational team – including supporting other program staff, participating in staff meetings and retreats, and partnering with development, finance and operations as needed.

Desired Qualifications:

Experience

- Minimum four years of experience in event planning and coordination required.
- Minimum four years of experience in customer service required.
- Experience working with leadership training and education oriented programs required.
- Experience working with nonprofit organizations required.
- Bachelor's degree or equivalent in education or experience preferred.

Skills

- Proficiency in Microsoft Office Suite and Salesforce required.
- Proficiency in Adobe InDesign preferred.

- Ability to track details effectively and clearly – has clear system of managing tasks and future follow up required.
- Effective verbal (phone and in person) and written communication skills.
- Excellent interpersonal and conflict resolution skills, ability to resolve issues that may come up.
- Ability to coordinate a calendar of more than 10 events a year.
- Ability to work within a very diverse workplace; and to relate to a broad spectrum of people outside of Rockwood. Culturally competent.
- Demonstrates initiative and proactive approach by creating a positive experience for prospective, current and past participants as well as for the Rockwood staff team. Optimistic and positive team player.

Rockwood Leadership Institute provides personal transformative leadership practices and resources that connect social change leaders in powerful networks to create a just, sustainable and equitable world.

Rockwood Leadership Institute is an equal opportunity employer and makes employment decisions on the basis of merit. In accordance with applicable law, Rockwood prohibits discrimination based on race, color, religion, creed, sex, marital status, registered domestic partner status, age, national origin or ancestry, physical or mental disability, medical condition, veteran status, sexual orientation, gender identity, citizenship status or any other consideration protected by federal, state or local laws.

Rockwood offers competitive a salary and benefits package.

How to apply:

Please submit a cover letter and resume to jobs@rockwoodleadership.org by Thursday, February 13, 2014.