

JOB DESCRIPTION

STUDENT ENROLLMENT COORDINATOR

JOB DETAILS			
Position Title:	Student Enrollment Coordinator	Grade	
Department/Division:	Student Recruitment & Admissions Department		
Reports to:	Associate Manager – Student Enrollment		
Supervises:	None		
Last Updated on:	April 1, 2024		

Job Purpose

This position reports to the associate manager of student enrollment and aims to support the delivery of all student enrollment / conversion activities and support prospective students through the application process in order to achieve the university's student application / enrollment targets.

Main Duties and Responsibilities:

- Deliver day-to-day student enrollment / conversion operations (phone calls, emails, chats, etc.) to ensure compliance with operational and student recruitment requirements.
- Act as the focal point for all new student application enquiries (students and/or agents) and respond to all admissions related enquiries whilst promoting the university's services and programs as per RIT policies and procedures.
- Provide support and advisory services to prospective students with incomplete applications to ensure all necessary steps/requirements are complete for application review and evaluation purposes.
- Ensure all student enquiries (inbound and outbound) are recorded, addressed, and responded to in a timely manner through designated communication channels (i.e., WhatsApp, calls, emails, live chat etc.) and relevant student application/admissions details are updated in the CRM as per RIT policies and procedures.
- Provide advisory services and facilitate students through the application process including but not limited to delivering campus tours, answering queries about academic programs, advising on student support services (i.e., student visa processing, student accommodation, etc.) and assisting with all application requirements, documentation.
- Contribute to the review, analysis and evaluation of student enrollment / conversion campaigns and recommend remedial actions (i.e., new concepts, new techniques, and practices) to support achievement of student application targets.
- Attend admissions and recruitment related events (i.e., open days, pre-orientation, school visits, exhibitions etc.) and guide prospective students through the application and enrollment process.

- Participate in and deliver campus tours for prospective students as and when required.
- Contribute to the design and delivery of all identified training requirements for part time student workers to ensure successful delivery of conversion operations.
- Participate in student hiring (part time basis) for the enrollment / conversion team as needed.
- Review and monitor part time student working arrangements in the enrollment / conversion team including but not limited to time sheet tracking and completion, attendance management, and delegating tasks and responsibilities as needed.
- Support the successful delivery of admissions and enrollment requirements in line with the required quality standards as per operational needs.
- Ensure compliance with all relevant (internal and external) regulations including QHSE requirements using RIT policies and procedures as appropriate.

Required Minimum Qualifications

- Bachelor's degree from an Accredited University in Business Administration, Education or related fields.
- Bilingual, excellent command of English Language with fluency in Arabic language.
- Minimum of 1 year of working experience in accredited higher education universities or similar function.
- Flexible on working hours (Including weekends and evenings if needed).
- Excellent communication and interpersonal skills (verbal and written).
- Advanced organizational, planning and multi-tasking skills.
- Ability to represent the University in a professional manner.

Application Procedure:

Please email your application to careersdubai@rit.edu and include the following in your application:

- Subject line must include the source, your name and position you are applying for;
(Name – Student Enrollment Coordinator)
- Cover letter detailing your technical/professional, teaching, and scholarship qualifications and achievements
- Resume or curriculum vitae
- Contact information

Applications review will begin immediately and continue until a candidate is selected. Only shortlisted candidates will be contacted. For more information, please visit RIT Dubai website: www.dubai.rit.edu.