



Job Title: Enrollment Specialist
Department: Child Care/Education
Reports To: Financial Manager
FLSA Status: Non-exempt
Prepared By: Wendy Bahr
Approved By: Wendy Bahr
Last Modified: 10-21-2014

Job Summary

Recruit and enroll new families for TenderCare Christian Child Care program in accordance with the mission, goals, and policies. Enhance the operation of TenderCare Child Care Center. The person who holds this position performs a variety of highly responsible, complex duties requiring initiative and at times independent judgment. Work is performed under the general supervision of the Financial Manager and is reviewed through observation of results obtained, conferences and periodic reports and evaluations.

Accountabilities:

- Follow all TenderCare policies and procedures, State Licensing, YoungStar and NAC Accreditation requirements as they related to enrollment and support of parents/guardians.
- Greets and meets parents/guardians to explain the TenderCare program.
- Participates in special events to explain program to potential parents/guardians.
- Provides information regarding admissions requirements and program benefits to prospective parents/guardians via phone and mail; follows up with mail or phone call, as appropriate.
- Produces follow-up reports regarding enrollment and related needs.
- Maintain Center records and files to ensure information is accurate and readily available.
- Conduct Center tours and is available and approachable with parents.
- Enroll children and monitor children's files by:
 - Oversight of parents completing all registration forms before first date of attendance.
 - Obtain Fee or Child Care Authorization rates and information prior to first date of attendance
 - Follow-up on Physical and Immunization within 30 days of enrollment records, until competed.
 - Give completed registration information to Financial Manager.
 - Make teacher copies for classroom when needed.
 - Create a file for new children.
 - Update Immunization Records, Intake Forms, and Physical Records as required by sending out notification to parents when new forms are due.
 - Ensure that the Household Size-Income Statement Form is completed at the time of enrollment and yearly thereafter and the CACFP Child Participation Form is filled out for each child in the family and renewed annually.
 - Other needed information for enrollment

- Prepares the CACFP Food Report monthly and submits in a timely manner no later than the 5th of the month with support from Food Service personnel and follow all CACPF requirements.
- Assist Financial Managers with bill collection and works with collection agency as assigned.
- Take payments from parents/guardians and issue receipts.
- Prepare weekly attendance sheets.
- Participates in the development of a recruitment plan to promote and maintain awareness of TenderCare.
- Performs other duties as assigned

Minimum Requirements:

Must be at least 18 years old

Prefer 2 years of experience as a enrollment specialist, office manager or related field

Able to communicate clearly verbally and in writing

Computer Literacy in Word, Excel and Publisher

Exhibit lifestyle that reflects Christian values

Knowledge, Skills, Abilities and Worker Characteristics:

Knowledge of curriculum program offerings at the TenderCare and admissions requirements

High levels of ability working with Microsoft Windows, Microsoft Office Suite and database management

Ability to work well with individuals with diverse backgrounds

Interpersonal communication skills

Ability to keep information confidential

Customer service skills

Working Conditions:

Work is primarily performed in an indoor office setting within a child care center with varying levels of noise. There are extended periods at a computer, sitting or standing with frequent interruptions. The work environment includes walking and stair climbing for tours of the Center. Physical effort is needed to move, lift, store, and carry office supplies; infrequently lifting and carrying items up to 20 lbs.; infrequently twisting or bending at the waist or reaching overhead; infrequently traveling between buildings; frequently listening to and talking with parents/guardians and other staff members either in person or by telephone.

I, _____ accept this job description and will comply with the duties.

Employee _____

Date _____