



## **Enrollment Concierge**

College of Saint Mary is seeking a professional to join the Enrollment Services Team as an Enrollment Concierge. This full-time telemarketing-style position will respond to inquiries on the phone to promote a campus visit, appointment or to apply for admission. This position will most often be the initial point-of-contact with a student interested in an education with College of Saint Mary. The Enrollment Concierge will support enrollment goals by meeting outreach metrics and by investigating the interest and goals of the student that match the offerings at CSM.

### **Who are we looking for as our Enrollment Concierge?**

- High energy, articulate and motivated individual
- Call center experience, sales or experience in customer service working with the public
- Demonstrate persuasion
- Capable of working independently
- Experience with Excel

### **What is a day in the life of an Enrollment Concierge?**

- Completing phone calls to respond to inquiries submitted to College of Saint Mary
- Communicating effectively and professionally
- Follow up with inquiries via email or a texting service
- Using our student information system to document calls, emails and texts
- Using an Excel document to sort and prioritize outreach
- Predictable, regular attendance is an essential function

### **What are the hours for an Enrollment Concierge?**

Monday 10:00 a.m. – 7:00 p.m.    Tuesday 9:00 a.m. – 7:00 p.m.    Wednesday 9:00 a.m. – 7:00 p.m.  
Thursday 11:00 a.m. – 8:00 p.m.    Friday 10:00 a.m. – 5:00 p.m.

### **What are the qualifications for this role?**

- High school diploma or equivalent
- Proficient in using Microsoft Word, Microsoft Excel and Outlook
- Knowledge of a student information system preferred

### **Salary and Benefits**

The salary for this position is \$14.00 per hour. This is a full-time position eligible for benefits.

### **Application:**

Please apply using the following link. Please have a resume, cover letter and three professional references, including a minimum of one supervisor, ready to upload during the application process.

[Enrollment Concierge Application](#)

*College of Saint Mary is a Catholic university providing access to education for women in an environment that calls forth potential and fosters leadership. The University is an equal employment opportunity employer and does not discriminate against employees or job applicants on the basis of race, religion, color, sex, sexual orientation, gender identity, pregnancy, age, national origin, disability, veteran status, marital status or any other status or condition protected by applicable laws, except where a bona fide occupational qualification applies.*