Position: Enrollment Management Receptionist

Location: Montreat, NC

Start Date: July 1, 2014

Duties/Responsibilities:

Enrollment Management Receptionist:

- Answer phones promptly and when possible answer questions instead of transferring.
- Greet all walk-in traffic
- Be the face of Montreat College when prospects visit the Enrollment Management Suite; greeting each family and making them feel at home.
- Working knowledge of PowerFAIDS (Financial Aid), PowerCampus (Student Accounts) and EMT (Admissions) products
- Have basic knowledge of the Financial Aid process
- Have detailed knowledge of the Admissions process including how Financial Aid plays a role in enrolling a student at Montreat College
- Be able to check on student balances, lift holds, and answer questions about charges
- Basic knowledge of SPAS process
- Knowledge of different terms/sessions
- Knowledge of disbursement date of loans
- Ability to answer questions about S.A.O documents
- Mail picked up and delivered to document center daily
- Responsible for sorting mail
- Mail student electronic statements, including ebill electronic copies to students

Campus Visit Coordinator:

- Coordinate all group and individual visits to campus by:
  - Contacting faculty so student can sit in on a class or faculty can have lunch with a student.
- Ability to juggle many visits on one day
- Distribute schedule to Admissions staff
- Partner with Host/Hostess when guests request an overnight stay
- Accommodate surprise visits
- Keep an outlook admissions calendar up-to-date with all upcoming visits
- Email and call a student 24 hours before a scheduled visit day
- Remind a student about the importance of filling the application out before arriving on campus
- Remind an applied/accepted student about missing information
- Keep EMT updated for reporting purposes (mark a student as visited)
- Setup individual visit schedules
- Keep campus visit sign updated

Cashier:

- Cash Receipting
- Access to CFI payment plans, peer transfer, SPAS transcripts
- Ability to apply funds to proper accounts with descriptions
- Print receipt and take to Student Accounts or Business Office
- Receive payments, write receipts and enter checks into payment log spreadsheet, copy checks for Student Financial Services, assist with receipting into system at peak times.
- Process credit card payments
- Assist with credit card payment log for admission deposits, application fees and transcripts
- Coordinate credit card log with Business Office

**Qualifications:**
Bachelor’s degree preferred; not required. Experience working in an office setting preferably higher education. Ability to multitask and transition between phones, walk up guests and email seamlessly. Professional appearance and attitude

**Supervision:**
The Enrollment Management Receptionist will report directly to the Senior Admissions Specialist. There will also be numerous support services to Admissions Specialists during their travel season.
Education/Experience: Bachelor’s degree preferred; not required.

**Application Requirements:**

Send resume and statement of Christian faith to:

Montreat College  
VP for Enrollment Management  
P.O. Box 1267  
Montreat, NC 28757

Or email to clance@montreat.edu

**About Montreat College:**

Montreat College is a Christian liberal arts college accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to offer masters, bachelors, and associates degrees. The main campus is located in the Blue Ridge Mountains fifteen miles east of Asheville, North Carolina, a region recognized as one of the most attractive living environments in the United States. Satellite campuses in Asheville, Charlotte, and other sites supplement the main campus. The College is committed to Christ-centered teaching and learning, and is a member of the Council for Christian Colleges & Universities.