Position Title: Admissions Coordinator

Reports To: Admissions Manager

POSITION SUMMARY: The Admissions Coordinator is an integral part of the team responsible for ensuring the organization meets enrollment goals and help underserved young adults build a pathway to prosperity. The Admissions process is designed to establish a positive relationship between the applicant and Hope Builders with the goal of preparing future trainees for the rigor and high expectations of the workforce training programs offered. To meet enrollment goals, this individual will support applicants through the admissions process; and will, ultimately, select those ready for enrollment into the admissions process and onto enrollment in a training pathway.

POSITION DELIVERABLES:
1. % of applicants that convert to an enrollment
2. % of applicants that remain engaged (contact rate)

KEY RESPONSIBILITIES:
- Support coordination of the applicant pipeline by quickly assessing and categorizing applicants into identified groups based on level of engagement, response to communication, and support needs
- Assists with the facilitation of each step in the Admissions process including application, testing, interview, drug screening, pre-assessment and orientation.
- Schedule and conduct interviews, pursue qualified candidates for admissions, and determine appropriateness of candidates for admission based upon career goal compatibility.
- Maintain regular and timely communication with applicants across all groups based on direct/in-direct targets; Work to increase engagement with applicants to ensure a smooth transition throughout the admissions process.
- Accurately and completely portray Hope Builder’s training programs, expected outcomes, support services, and financial consideration to applicants.
- Conduct initial assessment of applicants for potential barriers to successfully completing the admissions process; Work with Admissions Manager to assist applicants with minimizing existing barriers prior to enrollment.
- Work closely with the Admissions Manager to meet position deliverables; report progress to goals weekly; seek out opportunities for continuous improvement when goals are not met
- Accurately record data and ensure data integrity for all admissions related activities
- Other responsibilities as assigned and as related to achieving the Hope Builders mission.
QUALIFICATIONS:
• Associates’ degree or equivalent years of experience preferred.
• Minimum of one year experience in admissions, case management, and/or program assisting required.
• Awareness and commitment to trauma informed practices
• Advanced Excel Skills and/or experience using performance management software.
• Strong customer service skills; previous experience with case management a plus.
• Desire and ability to work with young adults.
• Detail-oriented with ability to work in a fast-paced, constantly changing environment. Strong commitment to quality, timeliness, and accuracy.
• Excellent oral and written communication. Friendly, confident, patient and professional manner.
• Possess a genuine interest in Hope Builders’ mission, vision, and values.
• Strong organizational skills
• Strong mental health, substance use and risk assessment skills
• Commitment to tracking outcomes and experience in working with database systems
• Strong problem-solving skills

ADDITIONAL REQUIREMENTS:
• Ability to sit at a desk or computer for extended periods. Ability to lift at least 20 pounds. Ability to go up and down stairs throughout the day.

• Ability to work with frequent interruptions and changes in workload priorities, ability to prioritize tasks, ability to maintain confidentiality.

• Demonstrates competencies in line with the core values that are the foundation of all activities performed by employees to achieve the mission of Hope Builders.

Compensation and Benefits
Salary range $20.00 - $24.00 per hour depending on experience. For regular full-time employees, full medical, dental, and vision benefits are offered. Additional benefits available including 401(k) retirement plan. Full time position at 40 hours a week with rare weekends and evening work.

HOW TO APPLY:
Please send resume and supplemental documents to ymanzo@tsjhopebuilders.org.