

# Rockwood

LEADERSHIP INSTITUTE

## ENROLLMENT MANAGER

The Enrollment Manager is responsible for being the first point of contact for leaders interested in applying to Rockwood public programs and for ensuring quality of participant experience. The Enrollment Manager manages outreach and enrollment with attention to detail and an orientation to participant service.

### Essential Duties and Responsibilities:

This position is responsible for recruiting and enrolling leaders into Rockwood public programs. This includes:

- Managing all phases of the enrollment process in partnership with the programs and communications staff – including marketing, registration, participant communications, budget.
- Coordinating logistics for all public events and conducting research about prospective sites as needed.
- Providing administrative and clerical support for overall program delivery.

### General Responsibilities:

- Understanding how public trainings can most fully support Rockwood's movement toward our direction-setting goals
- Ensuring smooth enrollment and training experience for participants in public programs – timely and clear communication, responsiveness to requests, and openness to feedback.
- Proactively evaluating training and enrollment activities and identifies areas for improvement.
- Developing systems for increased enrollment and partnership within and across the team.
- Actively participating as a part of the organizational team – including supporting other program staff, participating in staff meetings and retreats, and partnering with development, finance and operations as needed.

### Desired Qualifications:

#### Experience

- Minimum four years of experience in event planning and coordination required.
- Minimum four years of experience in customer service required.
- Experience working with leadership training and education oriented programs required.
- Experience working with nonprofit organizations preferred.

#### Skills

- Proficiency in Microsoft Office Suite and Salesforce required.
- Proficiency in Adobe InDesign preferred.
- Ability to track details effectively and clearly – has clear system of managing tasks and future follow up required.
- Effective verbal (phone and in person) and written communication skills. Demonstrates confidence and ease on the phone.
- Excellent interpersonal and conflict resolution skills, ability to resolve issues that may come up.
- Ability to coordinate a calendar of more than 10 events a year.
- Ability to work within a very diverse workplace and to relate to a broad spectrum of people outside of Rockwood.
- Demonstrates initiative and proactive approach by creating a positive experience for prospective, current and past participants as well as for the Rockwood staff team.
- Optimistic and positive team player.

Rockwood Leadership Institute provides personal transformative leadership practices and resources that connect social change leaders in powerful networks to create a just, sustainable and equitable world.

Rockwood Leadership Institute is an equal opportunity employer and makes employment decisions on the basis of merit. In accordance with applicable law, Rockwood prohibits discrimination based on race, color, religion, creed, sex, marital status, registered domestic partner status, age, national origin or ancestry, physical or mental disability, medical condition, veteran status, sexual orientation, gender identity, citizenship status or any other consideration protected by federal, state or local laws.

Rockwood offers a competitive salary and benefits package. The salary range for this position is \$50,000-60,000.

How to apply:

Please submit a cover letter with a description of your experience as it relates to the above and resume to [jobs@rockwoodleadership.org](mailto:jobs@rockwoodleadership.org) by April 14, 2016.