



Job Title

**Position:** Course Enrollment Specialist

**Reports to:** Director of Professional Development

**Job Type and Status:** Full Time, Non-Exempt

**Compensation:** \$17.25 hourly

**Job Summary:**

Under the supervision of the Director of Professional Development the Course Enrollment Specialist will function as a member of the Council's team providing the highest quality of service to our clients, guests, and visitors. The Course Enrollment Specialist is responsible for operating and coordinating the day-to-day administrative duties of the Professional Development area at the main office.

**Responsibilities:**

Supports all Department projects, office coverage, and other functions including evenings and Saturdays.

Welcomes clients by directing them to the training room they are visiting.

Meets deadlines in a timely and efficient manner.

Operates standard office equipment on a regular basis, including a fax machine, a copy machine, and a computer.

Processes checks, payments, refunds, vouchers, and invoices according to agency's standards.

Enters class registrations, payments, and status updates in database and other payment tracker systems.

Maintains spreadsheets accurately.

Supports director and coordinator by ensuring classes are entered accurately in database.

Supports clients with scholarship applications.

Provides Technical Assistance (TA) to customers with scholarship applications, CDA applications, and others.

Organizes and schedules meetings and appointments for room reservations.

Assists accounting actions with data entry, inventory processing, and other assigned tasks.

Gathers and analyzes appropriate information before making decisions on projects, tasks, and other duties assigned.

Composes, prepares, and proofreads correspondence, office memos, and other documents.

Maintains office supplies and places orders when inventory is low.

Maintains files in an organized and accessible manner to include updating information, purging files on a regular basis, and creating new filing systems as needed.

Protects customer's contact information or other relevant information such but not limited to debit/credit cards information, and others.



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Attends and actively participates in department and agency staff meetings and conferences.

Assumes other duties as needed or required to support the Council in its efforts to be the premier resource for child care related services.

### **Education and Experience**

High school diploma or general education degree (GED) required with 3 years of experience in an office environment or equivalent; or an Associate Degree in Human Services with 2 years of experience; or an Associate Degree in Business Administration with 1 year of experience.

### **Additional Requirements or Qualifications**

Requires a commitment to respect and support inclusiveness and diversity including but not limited to individuals of different backgrounds, cultures, races, ages, sexual orientations, gender identities or expressions, experiences, opinions, etc.

Proficiency in MS Office, with exceptional knowledge of Excel, Word, and PowerPoint.

Bilingual preferred: Fluent in Spanish (reading and writing).

### **Schedule**

Monday through Friday 9:00 am to 5:00 pm. Occasional evenings from 5:00 to 6:45 pm and Saturday mornings. 35 hour work week.

### **Location**

Rochester, NY; in-person.

### **Benefits**

Health Insurance  
Dental Insurance  
Life Insurance  
Flexible Spending Account  
403(b)  
Earned Time Off  
Sick Time  
Paid Family Leave  
Supplemental Short-Term Disability  
Other supplemental insurances available

*Child Care Council, Inc. is an equal opportunity employer.*

To apply, submit a resume and optional cover letter to the Human Resources Manager at:  
[HR@childcarecouncil.com](mailto:HR@childcarecouncil.com).