



Enrollment Support Specialist Job Description

Mission:

Literacy Services of Wisconsin (LSW) partners with motivated adults to provide access to quality basic education and skills training so they can improve their lives, enrich their families, and strengthen our community.

Job Summary:

The Enrollment Support Specialist shall be responsible for facilitating all areas of student onboarding within LSW, including front desk support, community outreach/recruitment, registration, assessment, program placement, and the overall maintenance of an efficient and comprehensive process for students and staff. The Enrollment Support Specialist reports directly to the Adult Education Navigator, and will be primarily located at LSW's new headquarters (1737 N. Palmer St.), though this position occasionally requires travel between different LSW sites in the Milwaukee and Waukesha area.

Primary Responsibilities:

- Foster professional working relationships with LSW program staff, adult students, and relevant community partners through cooperative partnerships and clear, consistent communication.
- Stay up-to-date on shifting enrollment needs and changes in program offerings within each educational department.
- Conduct enrollment of new learners, both in-person and virtually, at each of LSW's locations. This includes, but is not limited to, assisting with registration paperwork, creating Personal Education Plans, and using the TABE standardized testing system to administer pre-test assessments.
- Connect newly registered students with programming that matches their needs, abilities, and goals. This includes, but is not limited to clearly communicating course schedules and expectations, and providing a warm handoff to program staff for next steps.
- Promote wraparound services offered by LSW's community partners, collecting necessary data and generating referrals as needed.
- Follow up regularly with students throughout the enrollment process to encourage retention and engagement in supplementary options prior to program placement
- Station the front desk in the afternoon, managing phone calls, answering questions, supporting potential walk-in students, and creating a welcoming atmosphere for those who enter the building.
- Keep accurate records of learner files and paperwork, enter and regularly update learner information in an electronic database, efficiently schedule appointments, and provide timely responses to phone and email communications.
- Attend LSW all-staff meetings and relevant program team meetings as scheduled.
- This position requires evening availability twice a week from 12:00 p.m. to 8:00 p.m., other days are typically 9:00 a.m. to 5:00 p.m.



LITERACY
SERVICES

Preferred Knowledge and Qualifications:

- High school credential, some college preferred
- Previous experience in customer service or community-based work
- Computer proficiency (word processing, data collection, spreadsheets, etc.)
- Excellent oral and written communication skills; strong customer service skills
- Ability to work with program teams in a fast-paced environment
- Experience working with diverse adult populations
- Spanish bilingual preferred
- Commitment to the mission and students of LSW

Compensation: This is a 40 hour/week position with a weekly schedule of Monday through Friday. Rate of pay is \$18/hour. Benefits include generous paid time off (PTO), subsidized health insurance coverage, retirement plan, convenient free parking, and paid professional development opportunities.

How to Apply: A complete application includes 1) a letter of interest, 2) a resume, and 3) a list of three professional references. Applications should be sent via email to Iris Pinero (iris@literacyservices.org) and will be accepted until the position is filled. Contact Iris at iris@literacyservices.org if you have questions.

Literacy Services of Wisconsin is an Equal Opportunity Employer. It is our policy to make all personnel decisions without discriminating on the basis of race, color, creed, religion, sex, physical disability, mental disability, age, marital status, sexual orientation, citizenship status, national or ethnic origin or any other protected status.