Enrollment Navigator

Position Summary: The Enrollment Navigator will advise and guide candidates in the registration process of trainings at WorkTexas Training Center to ensure successful enrollment. The Enrollment Navigator will also recommend and connect candidates and their family members to our partner organizations to address specific needs ensuring successful connection to resources.

Role & Responsibilities:

- Understands and supports the mission, vision, and values of WorkTexas.
- Becomes knowledgeable on all existing trainings offerings and programs at WorkTexas as well as eligibility requirements for each.
- Becomes fully knowledgeable of WorkTexas' partner organizations, the population each serves, as well as specific services they provide to make quality referrals.
- Assesses students' interests, supports with completion of training and partner organization applications, handles required documentation, collects information, enters data, and provides excellent customer service.
- Tracks enrollment and referrals to services in Salesforce and monitors progress of referral.
- Responds quickly to questions, issues, and provides detailed information on requirements, processes, and policies.
- Communicates with students and/or family members to provide updates on enrollment or referrals to services, and provides guidance and recommendations as needed.
- Enters, updates, and reviews data electronically and manually.
- Processes enrollments and dis-enrollments.
- Assists with billing and payment processing.
- Conducts information sessions as needed.
- Other duties as assigned.

Required Education, Work Experience & Skills

- High school diploma/GED required.
- Excellent customer service skills.
- Excellent communication skills, both verbal and written.
- Strong organizational and time management skills.
- High level of accuracy and attention to detail.
- Ability to multitask and prioritize.
- Excellent administrative skills.
- Strong computer skills and knowledge of database and relevant software programs.