

# Staff Position Description

**Title:** Enrollment Specialist I

**Starting Salary Range:** 19.47 per hour

**Location:** This position is fully remote in the contiguous United States

**Status:** Full-Time, Non-/Exempt

**Benefit Eligible:** Health, Vision, Dental, Long-Term Disability, Retirement, Paid Time Off

**Reports to:** Sr. Admin Manager

## **Organizational Summary:**

Conservation Legacy is a nationwide non-profit. The Corps programs within the organization engage participants in diverse conservation and community projects that serve public and private lands. These projects provide opportunities for personal and professional development and strive toward a high priority of needs for public land managers and community partners. Through the mission of engaging future leaders who protect, restore and enhance our nation's lands through community-based service; Conservation Legacy works toward a world with healthy lands, air and water; thriving people and resilient communities.

The Stewards Individual Placement Program (Stewards), a program of Conservation Legacy, places individual placements across the nation in projects that build capacity, improve access to natural resources, develop and support innovative solutions, develop opportunities for service and economic development, and empower leaders. Stewards focuses on federal partners such as the National Park Service, US Forest Service, and Bureau of Indian Affairs along with multiple state and local governments and nonprofits.

## **Position Summary:**

The Enrollment Specialist I supports enrollment and onboarding of Individual Placement members within all of Conservation Legacy programs nationwide: Ancestral Lands Conservation Corps, Appalachian Conservation Corps, Arizona Conservation Corps, Conservation Corps New Mexico, Conservation Corps North Carolina, Southeast Conservation Corps, Southwest Conservation Corps and the Stewards Individual Placement Program.

Working with identified program staff, the Enrollment Specialist I ensures all individual placement members are successfully on-boarded before their term starts. Much of this position involves working within a structured onboarding procedure which includes creating member onboarding profiles, auditing for task completion, and assisting members through the onboarding process. The Enrollment Specialist I also ensures that members are oriented with program policy and procedures, supported during the term of service, and member engagement strategies are performed for the member through interactions with the program staff. This position requires someone who has an eye for data quality, is highly organized and can manage competing priorities.

## **Outcomes & Functions of Position:**

### **General Administration**

- Provide high-level customer service to potential applicants, current applicants, alumni, partnering services, and internal staff.
- Coordinate and implement the workflow and content of the Human Resources Information System with program, human resources, and IT staff.
- Facilitate the successful and compliant onboarding of all Conservation Legacy participants.
- Complete all federally required training as it relates to state and federal background checks and ensuring

certification remains up to date.

- Regularly audit applicant's documents to ensure files are compliant with federal, state and AmeriCorps requirements.
- Review and track onboarding platform efficacy, suggest and track potential improvements.
- Assist Sr. Admin Manager with other administrative responsibilities; including, but not limited to, participant outreach, internal staff communication, SOP development, and member training.
- Adapt to and communicate changes to policies, procedures, and program needs.

### **Member Support**

- Provide daily support to incoming members navigating the onboarding process through email, phone, and text communication.
- Ensure all member data is accurately recorded in Conservation Legacy systems.
- Manage each member's required enrollment and exiting documents to ensure that they are compliant within strict deadlines; including but not limited to, AmeriCorps grants and specific program needs.
- Maintain member files and track member progression of tasks by updating data in multiple systems.
- Assist to track and input payroll and tax information into payroll software.
- Maintain member and staff onboarding resources, guides, and FAQs.
- Track member engagement surveys, evaluate results, and adjust customer service strategies in order to meet onboarding needs across programs.
- Support Sr. Admin Manager on collecting and reviewing quantitative and qualitative data on member experience.

### **Organizational Advocacy**

- Successfully engages, leads and supports an inclusive work environment for those of underrepresented populations within the organization and the communities we serve.
- Leads and/or participates in organizational-wide teams, projects and initiatives that support the work of the Strategic Plans goals.
- Reports any potential complaints within the organization as identified in the Personnel Policy manual
- Assists or leads other responsibilities, as assigned.

**Other "Hats" You May Wear :** Customer Service, Relationship Development , Marketing, Administrative, Facilitator, Trainer, Human Resources,

### **Physical Requirements:**

Conservation Legacy is committed to the full inclusion of all qualified individuals and will ensure that persons with disabilities are provided reasonable accommodations to perform essential job functions. Some positions may require periodic overnight travel, non-traditional work hours, ability to move across varied terrain, use program-specific tools and a range of technology on an infrequent or frequent basis. Exerting up to 25 pounds of force occasionally to lift, carry, push, pull, or otherwise move objects. Ability to safely drive and organizational vehicle may also be required for some positions. If you need assistance and/or reasonable accommodation due to disability during application or recruiting process, please send a request to the hiring manager.

### **Minimum Qualifications:**

- Minimum of 1 year experience in an administrative role (can include volunteer, internship, or employment experience)
- Past experience utilizing database or CRM systems
- Ability to successfully work in a fluid, changing work environment.
- Ability to operate Microsoft Office programs and applications, or similar platforms.

- Ability to keep oneself, in remote locations, accountable to expectations.
- Must be able to pass the organization's criminal history check requirements.
- Exhibits the ability to effectively collaborate with diverse teams or with a variety of populations, including those underrepresented at our organization and those of BIPOC communities.
- Proficient in computer programs, especially Excel, databases, and other technology.
- Willingness to communicate professionally through phone, email, and video calls.

**Preferred Qualifications:**

- Previous experience with a Corps, internship, or youth serving organization.
- Previous experience working in Salesforce or Axiom HRIS.
- Experience with AmeriCorps compliance and Human Resources
- Experience with remote communication, where most coworkers and customers are in a multitude of locations across the county.

**Other Competencies Desired for this Position's Success:**

- Flexible in a Fast-Paced Environment
- Has a High Attention to Detail
- Resourceful
- Effective Communicator
- Cultivates Innovation

**To Apply:**

1) Go to [this link](#) to submit a resume and cover letter.

2) Cover letter must include:

- a response to the following: Provide some examples of your experience effectively working with diverse communities, including those specific to Black, Indigenous, People of Color, and other underrepresented populations, in personal or professional content.

*Conservation Legacy is an equal opportunity employer. We are committed to hiring a breadth of diverse professionals and encourage members of diverse groups to apply. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, political affiliation, protected veteran status, disability status, sexual orientation, gender identity or expression, marital status, genetic information, or any other characteristic protected by law. We also consider qualified applicants regardless of criminal histories, consistent with legal requirements.*