



Part-Time Enrollment Guides

Enroll Indy is a nonprofit organization focused on streamlining the school enrollment process in Indianapolis. Our mission is to help families choose schools that meet their children's needs by providing a one-stop enrollment process, school information that is relevant and easy to understand, and data to inform decision makers. We believe that all students deserve to go to a great school that meets their unique needs, and we are working toward making this process easier for families.

In November 2017, we will launch OneMatch, an application process for Indianapolis Public Schools (IPS) and most charter schools in the city. Enroll Indy offers the opportunity to be a part of a small team that is working to have a big impact on families in Indianapolis. Enrollment Guides will report to the Manager of Community Engagement and Outreach.

Roles and Responsibilities

- Answer calls made to the Enroll Indy Enrollment Hotline, which is a number for parents, students, and community members to call for assistance on how to apply for participating public schools in Indianapolis.
- Assist families and community members who walk into the Family Resource Center by providing assistance in navigating the OneMatch process.
- Submit applications on behalf of families who call or walk in and need assistance completing an application.
- Track calls and in-person conversations with families in a centralized data system.
- Manage difficult or disgruntled callers or walk-in customers, and effectively provide solutions or technical support to alleviate their frustration.
- Navigate an online database to assist families in transferring schools.
- Lead "pop up" enrollment events at community partner locations.
- Occasionally staff and promote Enroll Indy at community events.
- Performing other related duties as assigned by the Manager of Community Engagement and Outreach.

Core Competencies

- **Communication and Customer Service Skills:** Communicate clearly and compellingly with diverse stakeholders in both oral and written forms; anticipate and respond to customer needs in a high-quality and courteous manner; sensitivity to diversity in all forms; enthusiasm for working with customers.
- **Dependability:** Do whatever it takes to consistently deliver with high quality under tight deadlines; successfully manage tasks through strong organization and balancing of multiple priorities; a high level of integrity and respect for the rules that guide Enroll Indy's work.

- Teamwork: Increase the effectiveness of your team through collaboration, constant learning and supporting others; seek feedback from colleagues; adaptable to change and able to learn quickly.

Preferred Experience and Education

- High school diploma required; some college preferred
- Bilingual in English and Spanish strongly preferred
- Demonstrated successful experience in a customer service role
- Highly competent navigating computer programs (Microsoft Office), web applications, and mobile devices
- Knowledge of the Indianapolis community preferred
- Demonstrated record of punctuality and reliable mode of transportation
- Ability and willingness to work in all parts of the Indianapolis community
- Required criminal history background check and proof of U.S. citizenship or legal resident alien status

These roles are available on a part-time basis of up to 25 hours per week. We ask that applicants have consistent weekly availability (same days and hours every week) and we are looking for some evening availability. Occasional weekend hours will be required. Pay will be a competitive hourly wage. The start date for these roles will be the mid-to-late October 2017.

If interested, please send a resume and cover letter to guide@enrollindy.org. Please include the following information:

1. Do you speak Spanish?
2. What customer service experience do you have?
3. Why does Enroll Indy's mission resonate with you?