



Enrollment Coordinator

Status: Part-time (20 hours per week)
Benefits: No
Reports to: Manager of Program Impact

ABOUT MARWEN

Marwen educates and inspires young people to nurture their growth and build their futures through art and community. Founded in 1987, the no-cost studio and pathway programs exist for young people in Chicago who want to explore visual arts and do not have access to arts programming due to financial and systemic barriers. Courses are facilitated by teaching artist teams. For more information, visit www.marwen.org.

OVERVIEW OF POSITION

The Enrollment Coordinator is responsible for facilitating the enrollment process, assisting young people and parents through the registration process, and ensuring compliance with enrollment criteria. The Enrollment Coordinator facilitates the collection and processing of enrollment and attendance data, while actively gathering, analyzing, and maintaining relevant data collection in Marwen's data system with confidentiality. This includes managing databases, tracking enrollment trends, and generating reports. The role involves collaborating with various departments to ensure accurate information. The Enrollment Coordinator will communicate with young people and families to provide information about programs and provide one-on-one youth and family support.

The Ideal candidate must be fully bilingual in English and Spanish. Attention to detail, strong organizational skills, and effective communication is crucial in this role.

RESPONSIBILITIES:

Registration & Enrollment

- Facilitate the enrollment process for each programming term
- Review and verify the accuracy of enrollment documents ensuring complete enrollment information for every young person at Marwen
- Communicate and ensure eligibility requirements to young people and their families and ensure compliance
- Communicate student needs (Individual Education Plans, health considerations, etc) in partnership with the Manager of Program Impact
- Partner with the Manager of Program Impact and the programs team to plan and facilitate the orientation process for young people and families new to Marwen

Data Collection & Reporting

- Partner with Manager of Program Impact to analyze enrollment trends, generate reports, and provide insights to enhance decision-making processes
- Serve as first point of contact in entering program information into Marwen's database, FileMaker Pro (FMP), and support work to improve the system and increase user-friendliness
- Collaborate with internal teams to relay accurate information and address enrollment-related issues

Student & Family Support

- Provide a welcoming presence and respond to the needs of young people and families at the front desk during program hours
- Actively maintain relationships and communicate support needs with Marwen community including families, young people, teaching artists
- Support young people as they choose programs and access resources at Marwen
- Support collaboration with the Community and Program Engagement team to develop youth and family centered on-site and off-site workshops and events

The ideal candidate will have:

- Proven experience in enrollment coordination or a related role
- Proficiency in data management tools and analysis
- Fluency in English and Spanish, both written and spoken
- Experience working with FileMaker Pro or a customer relationship data management system
- Ability to work consistent program hours, which include evenings and weekends
- Experience working directly with young people, especially young people who identify as youth of color, queer or LGBTQIA+, newcomers, first-generation immigrants, and neurodivergent
- Familiarity with Monday.com suite or similar scheduling software
- Ability to manage relationships with a strong emphasis on equity, inclusion and customer service
- Excellent verbal and written communication skills and interpersonal abilities
- Exceptional organizational and planning skills
- Proficiency in Excel & Google Suite (Sheets & Documents)
- Familiarity with the Chicago Public Schools landscape

The compensation for this position is \$19-22 per hour commensurate with experience.

Marwen is an equal opportunity employer committed to diversity and equity in the workplace. We strongly encourage those who reflect our communities to apply, including bilingual individuals, LGBTQI and/or people of color.

Please send a resume and cover letter to careers@marwen.org with the subject line "Enrollment Coordinator." The deadline for submissions is **January 31, 2024**.