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Job Announcement

Title:	Enrollment Coordinator
Position Status:	Full-time, Non-Exempt
Reports To:	TANF Program Expert
Hiring Range:	\$38,260 - \$49,740 per year
Benefits:	Full benefits including three weeks of vacation, every other Friday off, paid health days, paid family and medical leave, retirement, health, dental and vision insurance, healthcare and dependent care flexible spending accounts, life insurance, disability benefits and RTD flex pass

Founded in 1982, CWEE's mission is fostering personal and professional transformation for low-income families through confidence building, customized skills training, and career advancement. CWEE believes that regardless of personal situations and other barriers to employment, when an appropriate level of education and support is provided, individuals can and will succeed.

CWEE's commitment to building durable skills and programming that evolve with the changing nature of work remains strong. In 2020, CWEE announced its three year strategic plan which includes: improving and expanding our service delivery model, embracing a culture of organizational learning and continuous quality improvement and growing our private revenue. Given the pandemic, CWEE has accelerated its strategic planning timeline and is now able to offer our programming and services virtually.

SUMMARY OF POSITION

The Enrollment Coordinator is responsible for reaching out to all referred CWEE participants to welcome them, provide an introduction to CWEE's services and initiate a warm handoff to the assigned TANF Specialist and Career Advisor. This participant facing role serves as CWEE's first point of contact for participant referrals, collects and inputs basic information and conducts all outreach attempts. The Enrollment Coordinator manages administrative tasks related to enrollment tracking and oversees the process for follow-up when participants are unable to be reached.

CWEE is seeking a customer-service oriented individual with the ability to maintain detailed records and a willingness and comfort spending long periods of time on the phone. This role requires a warm and persistent approach as well as a commitment to consistently providing high-quality service.

ESSENTIAL RESPONSIBILITIES

Participant Outreach and Engagement (50% of time)

- Serves as first point of contact for all referred participants (rolling, approximately 100 new referrals per month), conducts multiple outreach attempts by phone
- Shares an introduction to CWEE, understands and is able to effectively convey benefits of CWEE programming to participants with diverse professional backgrounds and varying individual needs
- Enrolls participants into the program by gathering basic information, sharing expectations for next steps and providing warm introductions to other CWEE staff
- Supports the portfolio of work of CWEE's Engagement Team

Reporting and Data Entry (30% of time)

- Receives and maintains all referral data
- Documents all outreach efforts and enters case notes into various databases
- Collects and enters basic information about participants

- Contributes to regular data collection and reporting requests

Communication (20% of time)

- Commits to providing high-quality, individualized services to the community in all interactions
- Provides a warm introduction to other CWEE staff

JOB QUALIFICATIONS

- Exposure to human services, education, workforce development or related setting, preferred
- Demonstrated ability to work with individuals from diverse and economically disadvantaged backgrounds
- Ability to establish and maintain effective working relationships with participants and staff
- Ability to manage a high volume of outbound calls with enthusiasm and poise
- Ability to adopt a strengths based and trauma-informed approach
- Skilled with daily, detailed data entry and outreach
- Strong computer skills including web-based databases, internet research and intermediate knowledge of Microsoft Office applications
- Ability to model professional dress and workplace conduct
- Strong written and oral communication skills
- Deadline oriented with ability to manage large amounts of data and create tracking systems

PERSONAL QUALIFICATIONS

- Commitment to CWEE's mission and providing long-term, durable self-sufficiency through quality employment
- Active contributor to a positive work culture built on ongoing learning and continuous improvement
- Flexible, a team player with a commitment to personal and professional accountability
- Warm, persistent, nonjudgmental
- Strong self-awareness, confidence and integrity

TO APPLY

Send cover letter and resume to careers@cwee.org. Please indicate '*Enrollment Coordinator*' in the subject line. Materials will be reviewed and interviews scheduled as qualified applications are received. Must be physically located in the State of Colorado by the agreed upon start date.

NO PHONE CALLS, PLEASE.

CWEE is an Equal Opportunity Employer.

Minorities and individuals dedicated to diversity and multiculturalism are encouraged to apply.
A criminal background check of 7 years is required.