

Job Title: Enrollment Specialist

Department: IE & WFD

Reports To: IE & WFD Manager

Updated: 9/2/2026

Organization Profile:

PODER empowers individuals with the necessary academic tools to promote human dignity, increase employment potential, and facilitate participation in the larger community.

Since 1997, PODER's objective has been to empower Spanish-speaking adult immigrants to create successful and fulfilling new lives in the United States. Through a deep commitment to the needs of the immigrant communities on Chicago's southwest side, PODER provides critical societal and workforce integration services with both immediate and long-term impact for families, communities, and employers throughout the City of Chicago.

Job Summary:

Under the supervision of the IE & WFD Manager, the Enrollment Specialist manages PODER's intake and enrollment process from pre-registration through orientation and Day 1 attendance. This role helps prospective members understand program options, complete required assessments, confirm eligibility and readiness, and successfully enroll in PODER programming. The Enrollment Specialist maintains accurate participant records, supports retention through milestone tracking and barrier identification, coordinates with Ambassadors and program staff, and recommends improvements to strengthen enrollment, communication, and participant follow-through.

The Enrollment Specialist is a full-time position and reports to IE & WFD Manager.

Responsibilities include, but are not limited to the following:

Intake

- Manage the process of member enrollment from pre-registration stages through orientation
- Conduct specialized intake for all PODER programs, including assessing eligibility and screening, program fit, and participant readiness, and deliver orientations
- Register participants in Salesforce and share next steps for any required program assessments
- Inform member of PODER's Career Pathway opportunities and confirm member commitment
- Ensure all registered members are aware of course requirements and have access to all required applications to increase enrollments and Day 1 attendance
- Data entry including the transfer from paper formats into computer databases including Sharepoint, Salesforce and other program-specific databases
- Supervision of program interns to ensure data entry, class assistance, and developmental goals are achieved
- Collaborate with program managers to set recruitment and outreach goals
- Guide ambassadors in targeted recruitment to achieve recruitment and program goals
- Communicate and collaborate with program and member services teams to ensure an efficient progression of prospective students all the way through enrollment and access of services

Retention

- Provide coaching to enrolled participants to support engagement, motivation, and program completion
- Track individual participant milestones and progress toward program and career goals, documenting progress in case notes
- Process and manage participant stipend eligibility, documentation, and payment tracking
- Identify barriers to participation or completion and connect participants to appropriate wraparound and community resources
- Coordinate with instructors and program staff regarding participant progress, attendance, and support needs
- Maintain organized, up-to-date case files and ensure accurate documentation in accordance with program and funder requirements
- Analyze enrollment trends and statistics and propose solutions to identified areas for improvement
- Lead implementation of student communication platforms and ensure students and staff have access

Desired Competencies:

- Communicates Effectively
- Values Differences
- Customer Focus
- Instills Trust
- Optimizes Work Processes
- Action and Detail Oriented
- Tech Savvy
- Collaborates across and within teams
- Drives Engagement

Additional Duties/Skills Required:

- Must have good verbal and written communication skills in English (required) and Spanish (preferred)
- Must have strong computer skills in Microsoft Office and have preferred familiarity working with databases (Excel, Salesforce)
- Must be willing to work a traditional 9 AM to 5 PM shift but also periodically be flexible to work evening or weekend hours when necessary
- Must be able to handle telephone calls and multi-cultural people in an effective and courteous manner
- Must be detail oriented, and able to multi-task and problem solve
- Experience providing mentoring or coaching services to youth and/or adults preferred
- Possession of a valid driver's license with periodic willingness to use personal vehicle in course of employment (preferred) - mileage reimbursement available
- Time management skills to prioritize and complete a side variety of tasks throughout the day

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer

- Ability to occasionally stand, walk, and participate in outreach events and student activities.

Education, Experience, and/or Licenses & Certifications:

- Have a minimum of a high school diploma or a GED
- Must have at least one year of related experience
- Experience in customer service, enrollment/registration, education, community outreach, student support, or nonprofit/community-based organizations preferred.
- Experience working with diverse and/or immigrant communities preferred.

Salary commensurate with experience. Benefit package includes health insurance subsidy and simple 401(k) company match. Generous holiday schedule and flexible accrued PTO for vacation, personal and sick days.

Equal Employment Opportunity Statement

It is the policy of PODER to provide equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, PODER will provide reasonable accommodations for qualified individuals with disabilities.

Please send resume and cover letter to msmierciak@poderworks.org