

JOB DESCRIPTION

Registrar Coordinator

Details	
Reports to	Admissions Manager
Location	Tumwater, WA
Status	Full-time, Employee
Pay Rate	Salary DOE
Career Level	Coordinator

SUMMARY

Nutritional Therapy Association is seeking a Registrar Coordinator to support us as we lead the charge in functional and holistic nutrition by empowering the next wave of nutrition professionals with the education they need to change the world.

The Registrar Coordinator will work closely with the Admissions Manager, the Student Experience Coordinator, the Alumni Manager, IT, and Finance to decrease friction points and improve customer experience through process creation, automation & organizational wizardry.

The Registrar Coordinator is directly responsible for maintaining the academic record of all prospective students and maintaining records of graduates including additional courses, completion of CEU requirements, membership renewal, and transcripts. Additional responsibilities include program coordination of student financing options. The Registrar Coordinator is a key player in supporting the launch of our new InfusionSoft CRM and must love exploration and execution of new technology.

We believe that the future of our society rests on the ability to reverse the damage caused by the modern diet with the power of nutritional therapy, and we are working every day to educate, support, and grow our community of paradigm shifters, impact makers, and real food rebels. If you are interested in working for a company that has a team of hard workers and people who want to change the world, then we are looking for you.

RESPONSIBILITIES

Record Management

- Manage student record folders (SharePoint) and student database tool (CRM) to help facilitate student progress through the admissions process
- Facilitate updates to CRM to maintain updated graduate membership records
- Document and manage process and procedure for all Registrar owned programs, consulting with the Admissions, Student Experience & Alumni Managers
- Identify and support streamlining and automation of process through InfusionSoft

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- Communicate cross-divisionally to ensure customer record collection in InfusionSoft aligns with individual department needs
- InfusionSoft subject matter expert (SME), training opportunities provided

Financing Support

- Maintain loan and payment plan process & communications throughout each registration cycle. Support Admissions Manager and Finance in assessing and improving financing options
- Create, review & edit outgoing documents and web content including, but not limited to payment plans
- Support Finance in monthly payment plan audits, follow up with applicants to resolve outstanding payments
- Inform Admissions Advisors on current process and communications all financing options each registration cycle providing resources to answer all FAQs. Advise prospective students regarding loans, payment plans, and scholarship eligibility as needed

Graduate and Membership Support

- Manage membership renewal procedure in alignment with policy communicated by Membership program owner
- Respond to a wide variety of inquiries to include but not limited to membership and transcript requests
- Manage graduate certificate creation and distribution (initial + subsequent renewals)
- Identify opportunities for improvement in policies and procedures
- Ongoing CRM customer lifecycle data management
- Support referral reward process until fully transitioned to an InfusionSoft

QUALIFICATIONS

- Proven communication and organizational skills
- Problem solver, comfortable giving and receiving feedback, change champion
- Proven ability to work independently and manage multiple tasks efficiently and effectively
- Online Education, Retail, Sales, or Business Administration experience
- Passionate about health and nutrition and the mission of NTA
- Proficiency in Microsoft Office Suite, including Excel, Word, Outlook
- Proficiency with CRM database software or other customer tracking programs
- Associate or bachelor's degree from an accredited institution

Extra Credit

- Customer tagging and segmentation familiarity
- Prior experience with InfusionSoft, Slack, Office 365, Trello

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BENEFITS

- Competitive wages
- Monthly wellness stipend
- Excellent training opportunities that foster career growth
- Company matched retirement plan
- Comprehensive medical, vision and dental benefits program
- Company paid vacation & sick pay

TO APPLY

Please send your cover letter and resume to Maile Oatman at maile@nutritionaltherapy.com