Enrollment Assistant

The American University in Dubai invites qualified applicants to apply for the position of **Enrollment Assistant.**

The position objective is to support the Office of Student Recruitment and Admissions by ensuring accurate student record management, compliance with policies, and effective communication with students. The role involves data entry, documentation, reporting, and assisting with various administrative and student support tasks.

Principle Responsibilities

- Performing accurate data entry of student information in SIS and CRM systems.
- Scanning, filing, archiving and maintaining student records (both electronic and physical).
- Ensuring proper administration of admission placement tests by facilitating test bookings, proctoring, and assisting in test planning and set up.
- Processing student requests including admission letters, documents, refunds, and record updates.
- Conducting campus tours for prospective students, providing a positive and informative experience.
- Managing visa applications and requests and ensure compliance with visa regulations and university policies.
- Responding to student inquiries via email, phone, chat, and in person, ensuring timely and professional communication.
- Maintaining and updating required manuals to ensure accuracy and relevance.
- Assisting in reporting and analysis to support strategic enrollment and admissions decisions.
- Assisting in monitoring admission promotional materials including the website and liaising with communication department for updates.
- Assisting in recruitment activities as needed.
- Supporting efforts to streamline enrollment processes and implement new technologies to improve efficiency and enhance student satisfaction.

Competencies and Skills

- Attention to detail and accountability
- Multitasking and exceptional organizational skills
- Adaptability and ability to handle a dynamic work environment and manage unexpected tasks efficiently
- Data analysis and interpretation for reporting purposes.
- Strong communication and interpersonal skills

Essential Qualifications

- Bachelor’s degree or equivalent
- Previous experience in using SIS systems, data entry, admissions, or administrative roles is preferred
- Fluency in English
- Proficient in Computer applications and data management
- Committed to maintaining the integrity of student records

Applications will be accepted and evaluated until this position is filled.

Preference will be given to candidates who are already located in the UAE.

Interested applicants must submit the following required documents via email to recruitment@aud.edu.

Please state the title of the position as the subject of the email.

- Cover letter
- Updated CV
- Contact information of three (3) academic/professional references

No telephone calls please.
While we thank all applicants for their interest, only those under consideration will be contacted for a follow-up interview.