# Marin Horizon School

## Admissions Associate

**Reports to**: Director of Enrollment Management
**Hours**: 12 month, full time position, including some weekends, evenings and early mornings

## Position Overview

The Admissions Associate is the first voice and face many families meet at Marin Horizon School. This person guides prospective families through every stage of the enrollment cycle, from first inquiry through application, enrollment, and re-enrollment, across our toddler through 8th grade program.

We are looking for an organized individual with a proven track record in customer service: someone who listens intentionally, responds promptly, and makes every family feel welcome and informed. The role pairs that warmth with strong operational skills. The Associate keeps our admissions database accurate and current, manages calendars and contracts, and works closely with faculty, staff, the business office, and families to make the process seamless.

## Key Responsibilities

### Family Relations and Customer Service

- Serve as the first point of contact for prospective families, answering phone calls, emails, and walk-in inquiries with warmth, professionalism, and cultural sensitivity
- Provide clear, accurate information about the school's programs and the application process
- Maintain prompt, consistent, and personal follow-up with families at every stage of the admissions process
- Schedule and conduct parent/guardian interviews
- Handle scheduling changes, cancellations, and general questions with patience and a problem-solving attitude
- Greet and escort student and parent visitors on campus; conduct individual tours and assist with group tours
- Anticipate family needs and resolve concerns quickly, escalating to the Director when appropriate

**Enrollment Management**

- Communicate with families about all steps in the admissions and re-enrollment process, including deadlines for applications, financial assistance applications, documentation, and visits
- Create enrollment agreements
- Serve as liaison to the business office and other administrators to coordinating new-family enrollment records across all systems
- Support re-enrollment tracking and follow-up with new and current families
- Create welcome gifts and materials for newly enrolled families

**Communications**

- Draft, edit, and maintain communication templates used at each stage of the admissions process; send individual and bulk communications
- Create the monthly admissions newsletter for prospective families
- Work with the Communications Manager to create and maintain the annual admissions communications calendar
- Assist with general admissions mailings and related projects
- Manage Admissions website page
    - Keep admissions pages of the website accurate and current.
    - Update admissions forms, portal text, and application instructions each cycle.
    - Coordinate website changes with communications staff.

**Database Management and Reporting**

- Maintain accurate, up-to-date applicant records in the admissions database and across related platforms, ensuring data integrity throughout the cycle
- Track every family from inquiry through enrollment; follow up to collect missing materials so files are completed on time
- Run regular reports and help analyze inquiry, applicant, and enrollment trends; prepare enrollment reports for the Director
- Support the Director in tracking the admissions budget, ensuring accuracy in planning and expenditures

**Events and Visit Days**

- Plan, coordinate, and execute admissions events from start to finish, including tours, parent socials, playdates, orientations, and student visit days
- Manage the admissions calendar and Google Calendar events, keeping the admissions portal current

### Outreach and School Community

- Represent the school at local outreach events and school fairs to build awareness and expand access for prospective families
- Help strengthen relationships with preschools, colleagues, and community organizations
- Participate in school community events as needed
- Contribute to a collaborative, reflective team culture that values equity, inclusion, and continuous improvement

## Qualifications and Skills

### Required

- Bachelor's degree or equivalent experience
- Two or more years of demonstrated customer service experience in a client-facing role, such as school admissions, hospitality, education, or a service-oriented organization
- Exceptional written and verbal communication skills, including excellent phone etiquette and the ability to write clear, warm, error-free emails and templates
- A genuine people person who engages comfortably with a wide range of families, children, colleagues, and community members
- Strong database skills: comfort entering, maintaining, and reporting on data across multiple platforms with a commitment to accuracy and data integrity
- Advanced knowledge of Google Workspace (Gmail, Calendar, Docs, Sheets, Forms)
- Excellent organizational skills and attention to detail; able to manage multiple projects at once and prioritize effectively
- Demonstrated ability to plan and execute events, from logistics through day-of setup and follow-up
- Sound judgment, discretion, and respect for confidentiality; sensitivity and a sense of humor
- Ability to work independently and as part of a team
- Commitment to the mission of Marin Horizon School and to equity, inclusion, and the diverse community of our school

### Preferred

- Experience in independent school admissions or a mission-driven organization
- Experience with an admissions platform such as Ravenna, Clarity, or similar

## Terms and Compensation

- Full-time, 12-month position
- Health, life, dental, vision, and disability insurance
- Salary: $75,000 - $90,000

**How to apply:**

Resumes and cover letters should be sent to jobs@marinhorizon.org. Please put the name of the position for which you are applying in the subject line of the email.

**Equal opportunity:**

*Marin Horizon School is committed to building and maintaining a community that is inclusive, equitable, and welcoming to all. We believe that diversity—in background, identity, perspective, and experience—strengthens our school and enriches the educational environment. We welcome and encourage candidates of all races, ethnicities, genders, sexual orientations, ages, abilities, religious affiliations, socioeconomic backgrounds, and identities to apply. Marin Horizon does not discriminate on the basis of any protected characteristic and is committed to fair and equitable hiring practices.*