

Gisborne Dog Training Club

Position Title: Enrolment Coordinator

Purpose of the Role

The Enrolment Coordinator is responsible for managing the enrolment process for all courses offered by the Gisborne Dog Training Club. As the first point of contact for prospective course participants, the Coordinator plays a key role in providing clear, timely, and friendly communication to ensure a positive experience for all attendees.

Key Responsibilities

Course Scheduling and Planning

- Schedule courses to begin in **February, March, August, and October**.
- Ensure the **March course finishes at least two weeks prior to King's Birthday Weekend**, and the **October course concludes in early December**.

Enrolment Management

- Open enrolments a minimum of **three weeks prior** to each enrolment evening.
- Ensure all enrolments are completed via the online enrolment form.
- Distribute enrolment information and confirm payment status for all participants.
- Follow up with unpaid enrolments to notify them of their status.
- Export and verify enrolment lists before the course begins.
- Maintain a waitlist of interested individuals for future courses and notify them of upcoming dates.

Trainer Coordination

- Assign trainers to each scheduled course.
- Ensure new trainers are paired with an experienced buddy for initial courses.
- Confirm trainer assignments before advertising course openings.

Advertising and Public Communication

- Promote upcoming courses on the Club Website and Facebook page.
- Post multiple reminders during the enrolment period to maximise visibility.
- Remove outdated or irrelevant posts from Facebook.
- Track and respond to course enquiries via Facebook Messenger and the website.
- Send direct enrolment links and course information to those who have enquired previously.

Enrolment Evenings

- Prepare and distribute class lists and attendance rolls for trainers.
- Attend Basic Obedience enrolment evenings to greet attendees and represent the club.
- Ensure all enrolment materials are ready and available prior to the event.

Ongoing Communication

- Monitor and respond to messages from course participants via Messenger and email.
- Support trainers by facilitating communication with attendees, especially in cases of session changes due to weather or other disruptions.

Course Completion

- Respond to requests from Trainers regarding stocks of Basic Obedience Certificates.

Website and Social Media Management

- Regularly update the Club Website and Facebook page to ensure information is current and accurate.
-

Additional Information

Time Commitment

- While a streamlined system is in place, the role requires increased attention during the three-week enrolment periods. Regular checking of emails and messages is necessary throughout the year.

Skills and Attributes

- **Basic digital proficiency** is helpful for updating the website and social media.
- **Strong communication skills** are essential to create a welcoming and supportive environment for course participants.
- The ideal candidate will be organised, responsive, and able to manage multiple tasks during peak periods.