

Eric M. Peters

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Related Qualifications

- Assist with start up of student academic & financial services and admissions departments at a new college campus; provide training and leadership to new staff members
- Manage staff, provide leadership, develop policies and implement procedures for all matters relating to student academic & financial services
- Create and manage budgets; prioritize and ensure completion of hundreds of direct mail campaigns; provide effective solutions to help streamline operations and productivity
- Ensure strong and extensive customer service to potential students and parents in a first point of contact environment; assist students in choice of degree, financial aid opportunities and relay relevant knowledge of all areas of college life
- Assist in development and provide leadership to various student organizations on campus.
- Sit on various committees including academic, dean's, retention, student conduct, registration and campus leadership board.
- Assist in development and participate in various recruitment and retention based events such as open house, daily tours, honors day, transfer student day, orientation, registration, etc.

Education

Johnson & Wales University - Providence, Rhode Island

A.S. Entrepreneurship - May 1998

B.S. Marketing - March 2000

- Psychology concentration

Professional Experience

Dates: July 2008 – Current

Employer: Underdog Sports Leagues

- **Position:** Referee/Umpire (Part-time)
Portland, OR

Summary:

Manage games, teams and field for adult league co-ed recreational sports. Develop strong communication with players and teams to provide a unique and exciting environment. Most leagues I am the sole umpire at the field so decision making and interaction with teams is critical to the success of the league.

Dates: August 2007 – January 2008

Employer: InsideTrack

- **Position:** College Success Coach
Portland, OR

Summary:

As a Success Coach I was responsible for actively working with approximately 80 college students. My goals with them would be to build a trusting relationship and deliver personalized, constructive, engaging, motivating, and informative coaching sessions on a weekly basis. This was done with the main goal of allowing the space for students to identify and eventually realize their educational goals all while working towards a larger career and life goal.

Dates: December 2005 – May 2007

Employer: Cambridge College

- **Position:** Admissions Representative
Beaverton, OR

Summary:

As an Admissions Representative I was responsible for working with potential students and families interested in healthcare training. This position includes outbound calls to students that have shown an interest in healthcare education and requires that I portray the benefits of Cambridge College in a manner that is relevant to the student. I am responsible for developing leads, scheduling admissions interviews and enrolling students. Additionally, after enrollment I follow-up with students prior to their first class to make sure they are financially set and show for their first week of classes.

Dates: March 1996 - December 2004 (Multiple positions as listed below)

Employer: **Johnson & Wales University (JWU)**

- **Position:** **Director of Student Academic & Financial Services**
JWU Charlotte, NC Campus

Summary:

Manage a department of nine employees with functions that include financial aid, registrar and academic counseling. Responsible for the collaboration with counterparts at our main campus with the development of the department from scratch at this first time campus. This included design/building the facilities, budget creation, staffing & training and the development of policies and procedures. Assist in role-out and training of new database system in 2004 (SCT Banner) to all campus employees in Student Services. Communicate all pertinent enrollment and financial information to senior leadership as well as expectations for future academic terms. Organize new student registration and collaborate with each department to determine personnel, materials, facility and equipment needs. Sit on various committees including academic, dean's; retention, student conduct, registration and campus leadership board.

- **Position:** **Senior Admissions Officer**
JWU Charlotte, NC Campus

Summary:

Assist Director of Admissions with start-up and management of a new campus including job descriptions, training and leadership for department of thirteen employees. Assist in role-out and training of new database system in 2003-2004 (SCT Banner) to all campus employees in Admissions. Prioritize and manage admissions application flow among admissions officers and records staff. Recruit, counsel, provide customer service and knowledge of University to potential students and families both in-person as well as via phone/e-mail. Schedule and conduct admissions interview with potential students. Plan and participate in various admissions based events such as open house, fly-in, daily tours, etc.

- **Position:** **Direct Mail Projects Coordinator**
JWU Providence, RI Campus

Summary:

Coordinate all domestic direct mail efforts for University Admissions from creation of piece to completion of mailing. This encompassed over three million pieces of mail each year with a budget of approximately one million dollars. Assist in creation and updating of University-wide admissions marketing campaigns. This would include proofing overall design and copy as well as creation of concepts or themes associated with each piece. Responsible for creation and coordination of approximately 100 marketing materials ranging from simple postcard to full-color brochure.