



JOB DESCRIPTION

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| JOB TITLE: Enrollment Services Specialist | FLSA: Non-Exempt |
| Department: Admissions | Date Revised: 1/9/2019 |
| Dept Code: Acct Code: | Grade: B-22 |
| Reports To: Assistant Director of Admissions & Records | |

Job Summary

Under the general direction of the Assistant Director of Admissions & Records, performs complex individualized tasks in the operation of the Registration/Admissions/Records Office. The position may include assignments of specialized daily duties.

Essential Functions

- Delivers efficient and effective registration, change of schedule, and withdrawal services to students by assisting with all registration functions with the emphasis on resolving scheduling difficulties;
- Assists in maintaining databases; processing various registration transactions;
- Identifies and resolves registration problems including improper scheduling, financial aid assistance, outstanding debts, credentials, etc;
- Maintains responsibility for inputting academic changes of student records, i.e., withdrawal audits, drop cards, program changes, grades;
- Provides direct customer assistance to prospective and current students via front counter, telephone, and/or email services;
- Maintains confidentiality of student records in compliance with the Family Education/Rights and Privacy Act (FERPA);
- Receives applications; evaluates transcripts for TSI; ACT, SAT etc.;
- Enters data; extracts application information, determines missing credentials, initiates a hold on student records;
- Assesses student needs, distributes application materials as required, collects all required documentation;
- Posts Advanced Placement Exam results; posts grade changes; generates transcripts;
- Mails requested materials to potential students; provides admissions and registration information; compiles, analyzes and inputs data required for state reporting; determines residency status; requests and analyzes appropriate documentation;
- Maintains confidentiality of information exposed to in the course of business regarding students, supervisors or other employees;
- Contributes to a safe educational and working environment by participating in all drills and training and being prepared to take action should a health or safety emergency occur;

- Requires the kind of teamwork, supervision, and personal interaction, that cannot be had in a home office situation; therefore, regular and predictable on-site attendance is a job requirement;
- Other duties as assigned.

Minimum Education, Skills and Abilities

- High School diploma or GED and two years experience working in a registrar’s or enrollment management office or an equivalent combination of education and experience;
- Skill in establishing and maintaining effective working relationships with students, faculty, staff and the public;
- Skill in facilitating and modeling a quality customer service orientation;
- Ability to work effectively with ethnic, cultural and a diverse student population;
- Demonstrated ability to prioritize multiple tasks and work independently;
- Demonstrated ability to gather data and compile reports;
- Demonstrated proficiency with student information systems and basic computer software (i.e. Microsoft Word, Excel, Access or other packages required by the Supervisor).

Preferred Education, Skills and Abilities

- Bilingual- fluent in Spanish and English;
- Associates degree or higher;
- Experience with Ellucian Colleague Student Information System.

Work Environment

- Work is in a climate controlled office with no environmental or work hazards;
- May require long periods of standing.

Special Requirements

- Ability to work a flexible schedule including evenings;
- Ability to work under stress
- Subject to a background check prior to employment

NOTE: The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills and physical demands required of personnel so classified.

APPLICANT: Are you capable of performing in a reasonable manner the activities involved in the job or application for which you have applied? _____

Signature

Date