



## JOB DESCRIPTION

<b>JOB TITLE:</b> Lead Enrollment Services Specialist	<b>FLSA:</b> Non-Exempt
<b>Department</b> Registrar/Admissions	<b>Date:</b> 5/19/2015
<b>Security Sensitive:</b> Yes	<b>Grade:</b> B22
<b>Reports To:</b> Assistant Director of Admissions & Records	

### **Job Summary**

Under the supervision of the Assistant Director of Admissions & Records, the Lead Enrollment Services Specialist provides assistance and serves as lead to a team of Enrollment Services Assistants/Specialists in the Office of Admissions. Ensures proper and appropriate procedures and policies are employed when providing customer service to the campus community. Immediately reports procedural, policy, and systems issues to the Registrar.

### **Essential Functions**

- Provides support and assistance to Enrollment Services team members;
- Performs work of a complex nature including course scheduling, grading, admissions, and registration functions;
- Uses independent judgment in the application of rules, regulations, policies and procedures;
- Implements office objectives, establishes priorities, schedules, assigns, reviews and monitors work;
- Implements quality control and recommends changes in organization of the work to improve work flow;
- Researches and resolves and/or delegates problems related to student records;
- Ensures problems are solved in accordance with instructions, policies, previous training, and accepted practices;
- Performs problem solving and auditing for Enrollment Services team members;
- Recommends personnel actions to the Assistant Director of Admissions & Records;
- 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 Ability**

- High School Diploma or GED required, Associate's Degree preferred;
- Minimum of 5 years experience in an Admissions/Registrar's Office in Higher Education;

- Knowledge of integrated software systems, particularly Ellucian Colleague;
- Strong communication, problem solving skills;
- Strong office management, and computer skills;
- Strong interpersonal and organizational skills;
- Ability to interact with individuals of diverse cultures and backgrounds.

**Work Environment**

- Work primarily in a climate controlled environment with minimal safety/health hazard potential;
- Sedentary, sitting, walking, occasional lifting (overhead, waist level) from floor, bending, frequent near vision use for reading and computer use;
- May require long periods of standing.

**Special Requirements**

- Ability to work a flexible schedule including evenings;
- Ability to work under stress;
- Subject to a criminal 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