

Job Description

Title of Position: Enrollment Specialist
Department: Enrollment Center
Classification: Non-Union Support Staff
Employment Status: Regular, Part-time (30 hours per week), 12 month
Flexible Schedule required, including evening and weekend work as necessary

Function

Provides direct student services in admissions, enrollment and registration functions, along with all related Enrollment Center Support functions.

Organizational Relationships

Reports to the Director of Admissions and Registration, who reports to the Vice President of Student Services, who reports to the President of the College.

Qualifications for the Position

Required

- Associate Degree
- Two years of relevant work experience.
- Excellent customer service and written and verbal communication skills.
- Strong organizational, human relations and teamwork skills.
- Excellent computer skills in word processing, spreadsheet and database, including Microsoft Word and Excel.
- Demonstrated commitment to supporting and participating in student activities and College events

Preferred

- Previous experience working in an educational environment.

Essential Functions

- Provide excellent customer service to all students and internal customers.
- Provide customer services and enrollment services for the Enrollment Center.
- Explain various enrollment processes and procedures to students and parents on walk-in and call-in basis.
- Assist students in the application and admission processes.
- Maintain student files.
- Assist in monitoring student data for completeness and accuracy that is critical to state reports.
- Assist in preparation of required reports and correspondence.
- Answer telephone, expedite mail, respond to requests, and/or forward messages as required.
- Process student withdrawals and transcript requests.
- Register students on campus and at remote sites.
- Interpret and process essential forms for the Enrollment Center.
- Work with Special Admit programs as required

Other Functions

- Perform other duties as assigned.

Supervisory Responsibility

Position will assist in supervising student workers as needed.

Supervisory Controls

Position will be expected to work as part of the Enrollment Center team with a minimum amount of supervision. Consultation with supervisor is available as needed.

Guidelines

Position is expected to follow all College policies and procedures and all local, state, and federal laws and regulations. Position is also expected to adhere to and promote College core values of responsibility, fairness, respect, compassion, and honesty.

Personal Relationships

Position will have daily contact with students, College employees, community members, and external agencies.

Physical Demands and Work Environment

High-traffic, office environment with frequent interruptions. Must be willing and able to travel to training sites as necessary. Flexible schedule required, including evening and weekend work as necessary.

Signatures:

By my signature below, I am acknowledging that I have read this job description and understand the requirements of this position.

Signature of Employee

Date

Director

Date

Vice President

Date

President

Date