



Job Description

Job Title:	Enrollment Support Specialist (Part Time)
Job Class:	Secretarial/Clerical
Department:	Student Services
Reports To:	Director of Admissions
FLSA Status:	Non-exempt / Compease Grade 6
Prepared By:	VP of Enrollment and Student Success
Prepared Date:	July 2016
Approved By:	Kenneth Wepler
Approved Date	07/26/2016

SUMMARY: Assists in daily operation and coordination of the Student Services area including Admissions, Advising, and Financial Aid. Performs other related job duties or responsibilities as requested or required, whether or not specifically mentioned in this job description.

ESSENTIAL DUTIES AND RESPONSIBILITIES: This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. Other duties may be assigned.

Responds to general enrollment questions, on the phone and in person, regarding all aspects of Student Services including financial aid, admissions, CCP (dual enrollment/PSEO) and advising. Refers students to the appropriate contact if necessary.

Cross-trains with other departments to ensure that the highest level of customer service is maintained.

Assists students with the registration process which includes but is not limited to: scheduling and administering assessment testing, scheduling advising appointments, collecting financial aid documentation and issuing photo IDs .

Utilizes Datatel Colleague and other computer software to serve students in the enrollment process. This includes but is not limited to data entry, coding and processing letters.

Provides administrative support to student services staff.

SUPERVISORY RESPONSIBILITIES: Supervises work-study student(s) as assigned.

QUALIFICATIONS:

EDUCATION and/or EXPERIENCE:

Required: Associate degree; 1+ years experience in office administration. Computer experience in word processing, spreadsheets, and database administration in addition to experience operating office equipment and telephones.

CERTIFICATES, LICENSES, REGISTRATIONS: N/A

LANGUAGE SKILLS:

Excellent verbal and written communication skills demonstrated by the use of proper grammar techniques. The ability to understand and make self easily understood by all constituencies.

MATHEMATICAL SKILLS:

Competency in basic math. .

REASONING ABILITY:

Ability to assist with the coordination of multiple calendars and activities, maintains and generates reports, multi-tasks, and prioritizes workload. Possesses strong attention to detail. Ability to cope with stressful circumstances and to cordially interact with coworkers to accomplish common tasks. Exhibits a willingness to assume additional duties; seeks the guidance of supervisor prior to beginning an unfamiliar assignment unless otherwise instructed.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Ability to properly and safely use general office equipment, including the computer, fax, telephone, and copier. Equipment is in various locations. Some problems may necessitate research to solve. The information being researched may be located in various offices and be in various formats necessitating pulling files, examining micro fiche, or traveling to the storage building to look through boxed records. Requires prolonged periods of time on the computer. Mental stresses of working under constant interruptions and deadlines. Must be able to travel throughout campus. Must be able to spend extended periods of time talking with students and other constituencies. Duties performed primarily in an environmentally controlled office. Noise levels vary.