

Position: Enrollment Services Specialist	Position Number:
Department/Site: Student Services	FLSA: Non-Exempt – (Classified CSEA)
Reports to: Director, dean, or other administrator in assigned area	Salary Range: 26

DESCRIPTION:

Under the limited direction of the Dean of Student Affairs, Enrollment Services, the Enrollment Services Specialist serves as the main resource to students and the public relating to Admissions and Records, Financial Aid, Assessment, Cashiering, and other matriculation components and student services. The Enrollment Services Specialist is largely a front counter, customer service position, and is critical in creating a welcoming, positive atmosphere for all students and visitors to the college.

RESPRESENTATIVE DUTIES:

- x Respond to student inquiries regarding admissions, registration, grades, and financial aid in person, by phone, or via email
- x Collect enrollment-related forms and review for completeness, including concurrent enrollment, course repetition, and prerequisite clearance/challenge, late add, and grade change requests; enter data from forms into college’s database system
- x Process student requests for transcripts and registrations as needed
- x Answer questions on a variety of financial aid topics including: all federal, state, and institutional financial aid programs, the financial aid a

- x Perform immediate and complex analysis of various application materials, including transcripts from other schools and colleges.
- x Coordinate evaluation activities with other staff members and departments
- x Operate a variety of equipment including a computer, scanner and others as assigned
- x Maintain confidential and complex records and files.
- x Make arithmetic calculations quickly and accurately.
- x Analyze situations accurately and adopt an effective course of action.
- x Use excellent organizational skills, prioritize, and manage a workload both independently and as part of a team.
- x Maintain a high level of computer proficiency and the ability to quickly learn new programs
- x Work in a fast-paced environment and support multiple functions with fluctuating priorities
- x Train and provide work direction to others
- x Make independent judgments with limited supervision
- x Communicate effectively both orally and in writing
- x Work with a diverse student population and communicate with the Spanish-speaking community
- x Demonstrate positive interpersonal skills using tact, patience, and courtesy, often in a high volume environment
- x Establish and maintain cooperative and effective working relationships with others.
- x Type at an acceptable rate of speed

EDUCATION AND EXPERIENCE:

Any combination equivalent to: an associate’s degree and three years of increasingly responsible experience involving a student services or related function.

LICENSES AND OTHER REQUIREMENTS:

Eligibility to access the National Student Loan Data System
 Some incumbents in this classification may be required to possess a valid CA driver’s license and use of a personal vehicle.

PHYSICAL EFFORT/WORKING ENVIRONMENT:

Office environment; constant interruptions; dexterity of hands and fingers to operate a computer keyboard; sitting for extended periods of time; bending at the waist, kneeling or reaching to retrieve file records.