



## JOB DESCRIPTION

<b>JOB TITLE:</b> Enrollment Services Assistant	<b>FLSA:</b> Non-Exempt
<b>Department:</b> Registrar/Admissions	<b>Date Revised:</b> 1/4/2017
<b>Security Sensitive:</b> Yes	<b>Grade:</b> A-13
<b>Reports To:</b> Assistant Director of Admissions & Records	

### **Job Summary**

Under the general direction of the Assistant Director of Admissions & Records, performs complex tasks in the operation of the Registration/Admissions/Records Office.

### **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 processing various registration transactions;
- Identifies and resolves registration problems including improper scheduling.
- Provides direct customer assistance and telephone information services to prospective and current students;
- Maintains confidentiality of student records in compliance with the Family Education/Rights and Privacy Act (FERPA);
- Receives applications; evaluates transcripts for course placement;
- Processes admission applications and determines student residency;
- Processes transcript requests;
- 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 (Associates degree preferred);
- Minimum of two years experience in Admissions or Registrar's Office;
- Ability to work effectively with a diverse student population;
- Demonstrated ability to prioritize multiple tasks and work independently;
- Strong computer skills;

- Experience with integrated software systems, particularly Datatel/Ellucian Colleague.

**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 sitting or 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