

**JOB TITLE:** Enrollment Services Specialist

**DEPARTMENT:** Enrollment Services

**LOCATION:** Union Campus

**REPORTS TO:** Director, Enrollment Services

**FLSA:** Non-Exempt

**LEVEL:** 104

**DATE:** 07/01/2024

**POSITION SUMMARY:** This position serves to guide prospective and current students through the enrollment process, including providing course, program, placement testing, financial aid and registration information.

**EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS:** Associate's Degree and one year of related experience.

**ESSENTIAL TASKS:** *Employee must be able to perform the following essential functions to the satisfaction of the employee's supervisor.*

- Serve as a primary front-facing point of contact for Enrollment Services, stationed in the Welcome Center.
- Partner closely with Student Services Specialists to provide exceptional customer service for new and returning students and community members, in person, online or by telephone, by disseminating information about academic programs, enrollment processes and general financial services information.
- Import and process applicant data, including updating and maintaining accurate and detailed records that feed directly into communication plans.
- Communicate next steps to students who need placement testing and/or retakes, transcripts, or other documentation to complete their admissions file, and assist with student account activation.
- Develop strong working relationships with service area high school office staff to obtain rosters, transcripts, and other information related to enrollment.
- Evaluate high school transcripts to determine placement testing needs and explain test preparation and options to students.
- Enter early college courses into student information system prior to enrollment sessions.
- Manage the criminal background and tuberculosis testing intake process.
- Assist with the development of policies and procedures, keeping the procedures documentation current.
- Assist with site events (ie, orientations, college open house events, etc.) and other special projects, as requested.
- Serve as the primary responder to enrollment services contact points; respond to inquiries within 48 business hours.
- Train student workers in student development related tasks and activities.
- Expertly master competing priorities while maintaining a positive, public image.
- Work with Director to keep Yearly Calendar up to date with tasks and goals.
- Conduct college business in a professional and ethical manner that includes the College's core values of integrity, diversity, empowerment, service, learning and collaboration.
- Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty and the general public.
- Ensure that all activities are conducted within the established College policies, FERPA guidelines and other applicable laws pertaining to employment and education.
- Perform assigned responsibilities, other related duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner and with minimal supervision.

#### **Schedule Note**

Typical hours for this position are between 8AM – 5PM Monday through Friday, with some evening and weekend hours, as activities and events dictate.

**KNOWLEDGE, SKILLS, and ABILITIES:** Knowledge of department and college policies, procedures, and practices with the ability to answer work related questions; and/or interpret and apply these guidelines correctly in various situations.

Knowledge of general office procedures and office filing systems. Knowledge of the Family Educational Rights and Privacy Act (FERPA). Effective telephone communication skills. Ability to establish and maintain positive working relationships with other employees. Ability to handle confidential material judiciously. Ability to organize and coordinate functions and tasks, with frequent interruptions. Ability to communicate effectively with a variety of people, including students, employees, faculty, and the general public.

**LEADERSHIP and COMMUNICATION SKILLS:** Ability to communicate effectively in a professional, tactful and courteous manner with students, employees, faculty, and the general public; communicate to convey or exchange general work-related information or service to internal or external customers; ability to establish and maintain effective working relationships with employees at all levels and with diverse student populations; ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion.

**DECISION-MAKING and ANALYTICAL SKILLS:** Requires frequent decision making affecting co-workers or students; ability to exercise independent judgment within the scope of assigned authority; may be responsible for providing information to those who depend on a service or product; adhere to college policies, procedures, and practices; follow technical instructions, procedure manuals, and charts to solve practical problems; and/or compose routine or specialized reports or forms and business letters; and/or ensure compliance with clear guidelines and standards; ability to use independent judgment and discretion; perform job duties in a safe and efficient manner.

**EQUIPMENT/SOFTWARE:** Current information technology used by the college and department, including but not limited to, Microsoft Office, Outlook, Ellucian, ImageNow, etc.; use of technical computer applications, e.g. FAFSA; use office machines such as telephones, fax machines, copiers; effective keyboarding skills.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:** *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

**Environment:** Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to lift, carry, push, and/or pull up to 10 lbs; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard.

**POSITIONS SUPERVISED:** None

**SIGNATURE:** This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to the job.

I have read and reviewed the job description and I agree to perform the duties according to my supervisor's expectations and the College's policies and procedures. I acknowledge the College's right to revise the job description.

---

Employee Signature/Date

**NOTICE OF NON-DISCRIMINATION** – Applicants for admission and employment, students, employees, and sources of referral of applicants for admission and employment and individuals with whom the Board of Trustees and college officials do business are hereby notified that East Central College does not discriminate on the basis of race, color, religion, national origin, ancestry, gender, sexual orientation, age, disability, genetic information or veteran status. Inquiries related to employment practices may be directed to Human Resources Director, phone number 636-584-6710 or [hrecc@eastcentral.edu](mailto:hrecc@eastcentral.edu).