

ENROLLMENT SERVICES ASSISTANT

DEFINITION

Under general supervision of the Director, performs clerical work related to admissions and student registration. Disseminates information and answers questions related to admissions and records procedures, gives assistance to the public at the information desk and in the Admissions and Records Office, and refers the public to appropriate areas throughout the entire college campus.

SUPERVISION

General supervision is provided by the Director and higher-level management personnel.

EXAMPLES OF DUTIES

Provides assistance and information to students at the counter and on the phone regarding admissions, registration, records, assessment process, student parking regulations, enrollment and fees, petitions.

Interprets requests from students and the public to determine what location on campus will meet the person's needs; and then gives directions to that location.

Verifies status of students' enrollment past and present and prepare correspondence to loan companies, banks, employment, government agencies, insurance companies, etc.

Receives and refers complaints to the proper area for resolution.

Process transcript and verification requests and collects appropriate fees.

Sells college catalogs and class schedules and collects appropriate fees.

Enters student data into computer system.

Responds via e-mail to inquiries regarding general admissions and records procedures and general campus-wide inquiries.

Answer multi-line telephones and direct calls accordingly.

Inventories and orders supplies needed in the Admissions and Records Office and at the information desk.

QUALIFICATIONS

Knowledge of:

Office practices, supplies and equipment.

Computer keyboarding and data retrieval.

Privacy aspects of student records.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Fees collection and accounting.

Telephone techniques and etiquette.

Ability to:

Interpret admission policies and regulations as they apply to individuals.

Prepare and process a wide variety of forms and materials required by admissions, registration and enrollment procedures.

Direct the work of student and hourly workers.

Establish and maintain effective relationships with a variety of people contacted in the course of performing assigned duties.

Follow written and oral directions.

Learn, apply, and interpret detailed procedures and regulations.

Use interpersonal skills in effectively communicating with the public.

Work without immediate supervision in a separate environment.

Complete work with many interruptions.

Assist students with Kiosk systems throughout campus.

Train and provide work direction to student workers.

Work confidentially and with discretion.

Work in a multi-cultural environment demonstrating non-bias public relations skills.

EMPLOYMENT STANDARDS

Minimum Requirements:

Any combination equivalent to graduation from high school and one year of clerical experience with the public, preferably in an admission and records office.