Position: Enrollment Services Specialist

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.

REPRESENTATIVE DUTIES:

- Respond to student inquiries regarding admissions, registration, grades, and financial aid in person, by phone, or via email
- 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
- Process student requests for transcripts and registrations as needed
- Answer questions on a variety of financial aid topics including: all federal, state, and institutional financial aid programs, the financial aid application process, required documents and deadlines, the disbursement process, and the status of current year awards
- Collect and review financial aid forms and required documents for completeness; enter data from forms into college’s database system
- Make appointments with Financial Aid staff as necessary
- Responsible for accessing the National Student Loan Data System (NSLDS) to process student applications, according to the standards and rules of behavior of NSLDS
- Collect, review, approve, and award Board of Governors (BOG) Fee Waivers
- Coordinate student workers to assist students with applying, registering, and answering student questions using the online PAWS system
- Oversee training of student workers, including student ambassadors, in Admissions and Records and Financial Aid areas
- Serve as a resource for information about the campus and available services and activities; assist in outreach efforts by giving with presentations and workshops related to financial aid and enrollment services
- Aid students in the use of computer stations to access online student information and services
- Foster culture emphasizing student use of online self-service options
- Help coordinate student access to services such as career and transfer counseling, assessment, cashiering, veteran’s services, scholarships, DSPS, EOPS, and other student and academic support services
- Responsible for assisting with and trouble-shooting problems with the submission of required reports to the Chancellor’s Office
- Capture data on the use of all services provided by Student Ambassadors and staff and create monthly reports
- Serve as part of the core enrollment services support team; provide back-up assistance to financial aid staff and admissions and records staff as needed.
- When serving at a satellite campus, may also proctor exams, make counseling and assessment appointments, and handle cash transactions.
- Serve on and attend assigned committees.
- Perform related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

KNOWLEDGE OF:
- Admissions and Records rules, regulations, policies and procedures
- Community college courses, curriculum, graduation, and transfer requirements
- Community college credit evaluation policies and procedures
- Financial Aid programs, processes, and timelines and tax documents
- Regulations governing the community college registration procedures
- The matriculation process, including assessment, counseling, and cashiering, as well as EOPS and DSPS and other student support programs
- CSU and UC general education requirements
- Transcript evaluation methods to determine equivalencies
- Prerequisites for Hartnell courses
- Modern office practices, procedures, and equipment.
- Record-keeping techniques
- Correct English usage, grammar, spelling, punctuation, and vocabulary
- District organization, operations, policies and objectives
- Applicable sections of state Education Code and other laws
- Technical aspects of field of specialty
- Interpersonal skills using tact, patience, and courtesy
- Oral and written communication skills

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