

ENROLLMENT SERVICES SPECIALIST

SALARY GRADE: [C1-46](#)

DEFINITION:

Under the supervision of an assigned administrator, the Enrollment Services Specialist will provide expertise, design and delivery of services to students enrolling into Foothill or De Anza College. The Enrollment Services Specialist will also have a specific coordination level operational focus such as CCC Apply, residency, transcript review, data collection, third-party payments, high school and concurrent enrollment, and other areas which are mandated by the Student Success Act. It will be the Specialist's responsibility to coordinate all aspects of operational level duties in specified area as assigned by the Dean.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

Depending upon assignment, duties may include, but are not limited to, the following:

1. The Enrollment Services Specialist performs a variety of duties to assist students, instructors, administrators and the general public; provides technical information and assistance regarding enrollment, residency, transcripts, My Portal, CCC Apply, College guidelines, monitors student status in Banner; places holds on student accounts for specified purposes as well as for students who have not completed the required enrollment process; and provides information and guidance to students with special circumstances.
2. The Enrollment Services Specialist compiles and organizes data for statistical reports and surveys, maintains current knowledge of legal requirements and State mandates, technological advancements and techniques used to provide services to students; and learns and applies technology as necessary to perform duties in an efficient, organized and timely manner.
3. Coordinate operational level functions in focused Enrollment Services specialty area which may include transcripts, residency, CCCApply, high school and concurrent enrollment, student account problems, faculty concerns, grades, positive attendance, etc.
4. Responsible for the decision making process of finding solutions for problems, implementing systems that support timely action and communication to the student, maintaining expertise in specified area including Title V; Ed Code; District and Board Policies.
5. Responsible for placing and removing holds on student accounts in regards to incomplete enrollment; conflicting information; disputed charges or residency issues. Responsible to communicate with students to resolve issues.
6. Ensure consistency and transparency in the enrollment process and support faculty, staff and administrators in understanding the process to support student retention and success.
7. Communicate through email, phone, in-person and in meetings with administrators, faculty and staff to resolve issues and concerns and exchange information regarding enrollment services.
8. Collaborate directly with Counseling, Financial Aid, Assessment, EOPS, DRC and academic departments as needed to ensure students on both campuses, main campus and the FHDA Education Center, have access to all services and programs and that information provided to the community is accurate.
9. Compile and organize data for statistical reports and surveys; maintain current knowledge of legal requirements and State mandates, technological advancements and techniques used to provide services to students; learn and apply technology as necessary to perform duties in an efficient, organized and timely manner.

10. Organize and verify enrollment services documents for auditing purposes. Assist with creating and submitting quarterly and annual reports as they apply to the current registration and enrollment guidelines and procedures and the new Student Success Act. Meet mandated reporting requirements to ensure college compliance and accuracy.
11. Perform related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

1. Title V regulations, Ed Code, Financial Aid as it relates to enrollment services.
2. Federal, State and District policies as they apply to student services.
3. Board Policies as they apply to these areas.
4. Data collection and basic research principles and practices.
5. Understanding of enrollment services and how it assists students.
6. Strong presentation skills.
7. Knowledge of the mission of the California Community Colleges; Federal and California legislation, laws, regulations; processes and shared governance.
8. Principles and practices used to establish and maintain files and information retrieval systems.
9. Interpersonal skills using tact, patience and courtesy.
10. Office procedures, methods and equipment including computers and applicable software applications such as MS Word, Excel and Outlook and other information systems and databases.
11. English usage, grammar, spelling, punctuation and vocabulary.

Ability to:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Maintain collegial relationships with those contacted in the course of work, communicate effectively both orally and in writing with the public and the college community and participate in meetings.
3. Understand, interpret and apply administrative and office policies and procedures as well as pertinent laws, regulations and ordinances.
4. Communicate effectively both orally, in writing and in the use of social media.
5. Establish and maintain cooperative and effective working relationships with others.
6. Maintain records and prepare reports.
7. Train and provide work direction to student employees.
8. Perform a variety of general operational duties as required; answer phones, schedule appointments, provide assistance to students, answer questions from the general public and prepare letters and reports.
9. Work independently.

Education and Experience

Any combination equivalent to:

1. Associate Degree.
2. Two (2) years of increasingly responsible administrative and programmatic experience.

Preferred qualifications:

1. Bachelor's degree.
2. Two (2) years demonstrating responsibility of decision-making.
3. Experience working with diverse student populations, especially those that represent the core mission groups of the college: Basic Skills, Transfer, and Workforce Development.
4. Bilingual.

WORKING CONDITIONS:

Environment:

1. Office environment.
2. Constant interruptions.
3. Driving a vehicle to conduct work.

Physical Abilities:

1. Hearing and speaking to exchange information in person and/or on the telephone as well as making presentations..
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Vision to view computer monitor and read various materials.
4. Standing for extended periods of time.
5. Bending at the waist, kneeling or crouching.
6. Lifting, carrying, pushing or pulling objects up to 20 lbs.

Date Approved: September 2013
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