



ENROLLMENT SERVICES SPECIALIST I/II

DEFINITION

Under general supervision, provides a variety of student enrollment and support services in assigned Enrollment Services area(s) including but not limited to student records, registration, grade changes and missing grades, residency reclassifications, enrollment and graduation verification, transcript review and processing, concurrent enrollment, positive attendance, online application process, third party payments, loan deferment, and other related service areas mandated by the Student Success Act; provides information and assistance to students and the public regarding enrollment, admissions, and student records; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and managerial staff. Exercises no supervision of staff.

CLASS CHARACTERISTICS

Enrollment Services Specialist I: This is the entry-level class in the Enrollment Services Specialist series. Initially under close supervision, incumbents with some office/program support experience learn applicable laws, rules, regulations, and District policies and procedures relevant to assigned area(s) of responsibility. Positions at this level perform most of the duties required of the positions at the II level, but are not fully trained to independently perform the full scope of duties within all areas of Enrollment Services. Initially, work is supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. As experience is gained, assignments become more varied and are performed with greater independence.

Enrollment Services Specialist II: This is the journey-level class in the Enrollment Services Specialist series responsible for performing the full range of duties in support of Enrollment Services programs. Positions at this level are distinguished from the I-level by the performance of the full range of duties as assigned, working with a high degree of independent judgment, tact, and initiative, and being fully trained in all procedures related to all areas of Enrollment Services. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Enrollment Services Coordinator in that the latter is a coordinator-level classification responsible for planning, organizing, coordinating, and overseeing the daily operations of assigned Enrollment Services office.

Positions at the II-level are normally filled by advancement from the I-level after three years; progression to the II-level is automatic unless there is documented non-satisfactory work performance. When filled from the outside, the employee is required to have at least three years of prior related experience that allows the employee to meet the qualification standards for the II-level.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

- Provides technical information, assistance, and support services to students, instructors, administrators, and the general public regarding District and College enrollment, admissions, and student records policies and procedures.
- Performs functions within Enrollment Services specialty area(s) including student records, registration, grade changes and missing grades, residency reclassifications, enrollment and graduation verification, transcript review and processing, concurrent enrollment, positive attendance, online application process, third party payments, loan deferment, and other related service areas mandated by the Student Success Act.
- Communicates with students, staff, and faculty through email, phone, and in person regarding the enrollment and admissions processes; responds to complaints and requests for information; utilizes knowledge of federal, state, local, and District policies, codes, regulations, technical processes, and procedures in order to support student retention and success.
- Places and removes holds on student accounts regarding incomplete enrollment, conflicting information, disputed charges, and residency issues; communicates with students to resolve holds.
- Analyzes grade changes, missing grades, and incomplete contract issues requiring interpretation of Title 5, District, and college rules, and regulations.
- Verifies student attendance and graduation status; generates and issues official verification correspondence as requested.
- Composes, types, formats, and proofreads a variety of letters, reports, and documents.
- Troubleshoots and provides technical assistance with student information system and online application system issues; provides training to students and staff on navigating and using the systems; test system upgrades and changes as needed.
- Collaborates with various academic and student services departments to ensure students have access to services and programs; ensures accuracy of information provided to the public.
- Compiles information and data for various sources and databases; checks and ensures accuracy of the data; follows mandated reporting requirements to ensure college compliance and accuracy.
- Maintains, audits, and updates departmental record systems, specialized databases, spreadsheets, files, and records; verifies accuracy of information, researches discrepancies, and records information.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- May provide direction, training, orientation, and guidance to assigned staff; plan, schedule, prioritize, and assign work; and review and control quality of work.
- Learns and applies emerging technologies related to the area of assignment.
- Performs related duties as assigned.

QUALIFICATIONS

Incumbents at the Enrollment Services Specialist I level may exercise some of the knowledge and abilities listed below in a learning capacity.

Knowledge of:

- Student admissions and records rules, processes, and procedures of a college.
- General education course information for eligibility process.
- Research and reporting methods, techniques, and procedures.
- Basic business arithmetic and statistics.
- Principles and practices of data collection and report preparation.

- Applicable federal, state, local, and District policies, codes, regulations, technical processes, and procedures related to the program to which assigned.
- Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Record keeping principles and procedures.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

Ability to:

- 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.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, local and District policies, procedures, and regulations.
- Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.
- Conduct research; analyze, interpret, summarize, and present technical information and data in an effective manner.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose and prepare basic reports, correspondence, and other written materials independently or from brief instructions.
- Make accurate mathematical and basic statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Effectively use and keep current with computer systems, software, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Enrollment Services Specialist I/II: Equivalent to an Associate's degree from an accredited college.

Enrollment Services Specialist I: One (1) year of administrative and office support experience.

Enrollment Services Specialist II: Three (3) years of increasingly responsible experience in enrollment and student support services programs at an institution of higher education.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

Salary Grade: C1-44 (I); C1-48 (II)

FLSA: Non-Exempt

EEO Code: H-30

Board Approved: April 2021