



Job Specification

Job Title: Enrollment Services Assistant
BCAT Code: 510X FV
Pay Grade: G10

Effective Date: April 1, 2007
Revision Date: February 1, 2007
FLSA Status: Non-Exempt

Job Duties/Responsibilities

Provides entry level enrollment services assistance such as updating/retrieving student accounts, answering general questions, updating records, providing counseling referrals, receiving applications, etc, in the areas of enrollment, financial aid, and billing/payments.

Job Duties/Responsibilities

- Receives application for enrollment or financial aid.
- Answers customer's questions regarding status of enrollment or financial aid.
- Refers customers to available and appropriate Enrollment Services Specialists.
- Assists customers in completing application for enrollment or financial aid.
- Provides customer service to customers seeking general information regarding the university or referring them to appropriate office for further assistance.
- Updates customer records in information system.
- Tracks and reports on submitted applications for enrollment or financial aid.
- Updates self knowledge on changes to university enrollment policies and basic financial aid regulations.
- Performs other entry level Enrollment Services Assistant duties as assigned.

Knowledge, Skills, and Abilities

- Knowledge of office policies and procedures, basic financial aid regulations, and general university enrollment policies.
- Knowledge of basic computer operation and software (spreadsheets, word processors, presentations).
- Ability to multi-task, pay attention to detail, and exhibit excellent customer service.
- Effective time management and organizational skills.
- Ability to communicate effectively verbally and in writing.

Minimum Hiring Standards

Bachelor's degree; or a combination of education and experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.