



**Job Specification**

**Job Title: : Enrollment Services Specialist, Senior**  
**BCAT Code: 500X AV**  
**Pay Grade: G13**

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

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**Job Duties/Responsibilities**

Provides advanced level enrollment services such as analyzing student accounts, answering complex questions, updating records, providing counseling, etc, in the areas of enrollment, financial aid, and billing/payments.

**Job Duties/Responsibilities**

- Oversees the receipt of applications for enrollment or financial aid from customers.
- Investigates and answers customer's questions, in-depth, regarding status of enrollment or financial aid.
- Provides accurate or alternative responses for customers on complex situations.
- Provides customer service to customers seeking complex information regarding the university.
- Analyzes customer records in information system.
- Oversees the regular reporting on submitted applications for enrollment/financial aid.
- Researches and updates self knowledge on changes to university enrollment policies and financial aid regulations.
- Trains Enrollment Services Assistants and Enrollment Services Specialists.
- Performs other advanced level Enrollment Services Specialist duties as assigned.

**Knowledge, Skills, and Abilities**

- Knowledge of office policies and procedures, financial aid regulations, and complex university enrollment policies.
- Knowledge of basic computer operation and software (spreadsheets, word processors, presentations).
- Ability to multi-task, pay attention to detail, supervise, 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 and three years of related experience; 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.*