



**Job Specification**

**Job Title: Enrollment Services Supervisor**  
**BCAT Code: 500X AT**  
**Pay Grade: G14**

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

---

**Job Duties/Responsibilities**

Provides advanced level enrollment services such as analyzing student accounts, answering complex questions, updating records, providing counseling, and supervising these activities and staff, 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.
- Oversees the investigation, answering customer's questions in-depth, and providing accurate or alternative responses for customers on complex situations enrollment or financial aid situations.
- Manages and approves the analysis of customer records in information system.
- Oversees and manages 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; Enrollment Services Specialists; and Enrollment Services Specialist, Seniors on new guidelines and regulations.
- 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 four 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.*