JOB DESCRIPTION

JOB TITLE: CE Enrollment Services Specialist	FLSA: Non-Exempt
Department: Continuing Education	Date Revised: 11/17/2020
Dept Code: Acct Code:	Grade: B-22
Reports To: Director of Continuing Education	

Job Summary

Under the general direction of the Director of Continuing Education, performs complex individualized tasks in the operation of the registration/support duties/and student records. The position may include assignments of specialized daily duties.

Essential Functions

- Delivers efficient and effective registration services for students, creates course sections in colleague and helps with, semester scheduling, and assists students with all registration functions with the emphasis on resolving scheduling difficulties;
- Assists in maintaining departmental databases and spreadsheets related to the processing various transactions;
- Identifies and resolves registration problems including payment plans and financial aid assistance, outstanding debts, credentials, etc;
- Maintains responsibility for inputting credentials into student records, and inputting student grades;
- Provides direct customer assistance to prospective and current students via front counter, telephone, and/or email services;
- Maintains confidentiality of student records in compliance with the Family Education/Rights and Privacy Act (FERPA);
- Receives registrations and evaluates applications for compliance with credentialing agencies.;
- Provides requested materials to potential students; provides admissions and registration information; and analyzes appropriate documentation;
- Performs all secretarial duties required by the Supervisor to support all special projects;
- Plans daily to accomplish the assigned tasks along with routine jobs to meet established
- deadlines;
- Maintains confidentiality of information exposed to in the course of business regarding students, supervisors or other employees;
- Contributes to a safe educational and working environment by participating in all drills and training and being prepared to take action should a health or safety emergency occur;

- Requires the kind of teamwork, supervision, and personal interaction, that cannot be had in a home office situation; therefore, regular and predictable on-site attendance is a job requirement;
- Other duties as assigned.

Minimum Education, Skills and Abilities

- High School diploma or GED and two years experience working in a registrar's or enrollment management office or an equivalent combination of education and experience;
- Skill in establishing and maintaining effective working relationships with students, faculty, staff and the public;
- Skill in facilitating and modeling a quality customer service orientation;
- Ability to work effectively with ethnic, cultural and a diverse student population;
- Demonstrated ability to prioritize multiple tasks and work independently; with strong organization skills.
- Demonstrated ability to gather data and compile reports;
- Strong proficiency with student information systems and basic computer software (i.e. MS-Word, MS-Excel, MS-Teams Access or other packages required by the Supervisor).

Preferred Education, Skills and Abilities

- Bilingual-fluent in Spanish and English;
- Associates degree or higher;
- Experience with Ellucian Colleague Student Information System.

Work Environment

- Work is in a climate controlled office with no environmental or work hazards;
- May require long periods of standing.

Special Requirements

- Ability to work a flexible schedule including evenings;
- Ability to work under stress
- Subject to a background check prior to employment

NOTE: The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills and physical demands required of personnel so classified.

APPLICANT: Are you capable of performing in a reasonable manner the activities involved in the job or application for which you have applied?_____

_____   _____
                        Signature   Date