

JOB DESCRIPTION



Position Title: Enrollment Management Specialist/Division Assistant

POSN: 001026

Division: Workforce Development & Mil Progr

Employment Category: Non-exempt

Primary Location: Downtown Center

FLSA Classification: Non-exempt

Remote Work Eligible: No

Parameters: 40 hours/week; 12 months/year

Pay Grade: NE06

Position Summary: The Enrollment Management Specialist/Division Assistant is responsible for providing administrative support to the Dean of Workforce Development and Military Programs, the Director of Center for Lifelong Learning, and division faculty and staff, for assisting students in the registration, financial aid, and payment process, serving as the division receptionist, assisting in the marketing and promotion of programming, providing excellent customer service in a helpful and cheerful manner, requiring the application of specialized technical/administrative knowledge and the exercise of initiative, independent judgment and decision making.

Essential Functions: Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

Duties and Responsibilities: Within the scope of college policies and procedures, this position:

Provides high level organizational and administrative support to the Dean Workforce Development and Military Programs, the Director of Center for Lifelong Learning, and division faculty and staff, managing assigned projects, using associated student management and enrollment systems, preparing reports, correspondence, and calendaring events, activities, and meetings

Performs exceptional customer services for students, employees, and the public; serves as division receptionist; logs, tracks and distributes documents processed by the division, responds to calls and routes as appropriate, greets visitors and directs as required

Provides clerical and organizational support to division staff; maintains and tracks information, performs data entry and verification; ensures data integrity; processes mail and correspondence, compiles periodic reports, maintains calendar of division activities, performs routing, copying and filing; maintains office supplies and equipment inventory

Maintains accurate division and division financial records; reconciles expenditures and budgets; purchases division supplies and maintains inventory; processes, reconciles and files purchase card transactions, travel requests, and other documents for the Dean and other division staff as needed; investigates vendor issues

Coordinates with other entities to ensure proper preparations for scheduled classes; prepares class instructional materials, prepares contracts, invoices, and payments for instructors; assists with the maintenance of course database for the division; assists with website maintenance

Assists students in the admissions and registration process; ensures students understand established policies and procedures concerning their college records; assists students in understanding financial aid policies and procedures; serves as a business office representative and receives payments and makes deposits

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Assists with divisions' social media accounts and marketing materials, ensures publications follow college design standards and web related procedures and policies

Assists with special projects; researches, gathers and compiles information; prepares routine reports as needed

Performs other related duties as assigned

General Expectations: Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

Education and Experience Requirements:

Associate's degree from a regionally accredited institution of higher learning recognized by the US Department of Education

Three years related experience

An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved may be considered.

Knowledge, Skills and Abilities:

Knowledge of and ability to follow college policies and procedures

Knowledge of current technologies and word processing, database, presentation, and spreadsheet software, specifically Microsoft Office applications

Knowledge of the proper operation of and the ability to use personal computers and standard office equipment

Knowledge of communication principles and marketing techniques

Knowledge of or ability to learn student management and enrollment systems

Skill in basic math and basic bookkeeping practices and procedures

Skill in designing and maintaining filing/records systems

Ability to learn and adapt to new software and other technologies

Ability to learn current and new financial aid regulations

Ability to read and interpret policies related to academic programs and student requirements for participation in various programs

Ability to effectively build rapport with the community

Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner

Ability to relate to a diverse population and to maintain composure when faced with difficult situations

Ability to multi-task and organize, prioritize, and follow multiple projects and tasks through to completion with an attention to detail

Ability to work independently while contributing to team environment

Ability to analyze problems, identify solutions and take appropriate action, resolve problems using independent judgment and decision-making processes

Ability to establish and maintain effective working relationships with supervisors, other division staff, students and the public

Ability to work accurately, efficiently, and effectively with a variety of data

Ability to maintain accurate office procedures

Ability to work under pressure with frequent interruptions

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Work Environment: Work is primarily performed under general supervision. Incumbent generally performs work in a typical office setting with appropriate climate controls.

Physical Requirements: Essential functions of this position require: lifting, manual dexterity, ability to communicate.

Medium work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting occasionally, walking and standing are required regularly, incumbents may be required to turn/twist, balance, reach, or handle

Mental Application: Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem-solving skills are important

Reports to: Dean of Workforce Development and Military Programs

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.