

Colorado Mountain College Position Description

Title: Enrollment Services Specialist
FLSA Classification: Non-Exempt (hourly)
Hiring Rate: \$17.28

Primary Responsibility

Under the supervision of a designated supervisor, the Enrollment Services Specialist is responsible for assisting with enrollment, registration, financial aid and recordkeeping procedures in cooperation with faculty and administration at assigned campus. The Enrollment Services Specialist may serve as a lead, assisting with the supervision and training of other front desk staff. The enrollment services specialist may be responsible for providing support to Assistant Deans of Instruction. Tasks falling under this area may include course section building, classroom scheduling, and other instructional operation support.

Pre-requisites for Position (Qualifications Standards)

Education and experience sufficient for the rigors of the position, for example, a Bachelor's Degree from an accredited institution and two years related work experience; or, Associate's Degree and three years related work experience, or High School Diploma/GED and four years related work experience or an applicable combination of formal education and experience that provides the education and experience that provides the training and experience necessary to perform the duties and responsibilities of the position.

Knowledge of: variety of standard administrative and business methods and procedures; standard Microsoft Office software. Familiarity with other software such as Access, Publisher, Photoshop, and Indesign beneficial.

Ability to: read, write, speak, and understand English well; operate variety of office equipment; proficient in computer applications, including word processing, spreadsheets and electronic mail; multi-task; meet deadlines; strong verbal, organizational, and interpersonal skills.

Applicants must demonstrate a commitment to working in a culturally competent environment and the ability to effectively work with students, employees, and community members having diverse backgrounds.

Bilingual (Spanish/English) is preferred.

Essential Duties

1. Processing student admissions applications.
2. Organizes applicant communications.
3. Assists students with tuition classification questions and disputes.
4. Assist with Front Line Financial Aid Counseling, including; FAFSA assistance. General counseling on financing options; provides FA Self-Serve support and guidance.
5. Supports and mentors other Enrollment Services staff.
6. Assists with the campus/department front desk planning, organization, and coordinating of student registration activities including concurrent enrollment students.
7. Processing and maintenance of student records.
8. Assists with components of campus one card system.
9. General front office procedures including
 - a. Maintains lists and files
 - b. Prepares various reports
 - c. Assembles bulletin/brochure information
 - d. Course programming and scheduling information
 - e. Bulletin/class schedule production
 - f. Scheduling; customer service
 - g. Front office procedures
 - h. Provides information, data and general clerical support to faculty, staff, administration and students.
 - i. Prepares and/or assists in development of instructional materials, reports, publications.
10. Coordinates programs, projects, events, special activities including Career Services activities on campus.
11. Performs other duties as assigned.

Supervision Received

This position receives general supervision from a designated supervisor.

Supervisory Responsibility

This position may supervise student employees and serve as a lead to other staff.

Special Conditions of Employment

Successful completion of a background check is required for incumbents performing student registration and/or billing duties. May require travel within the college district, altered work schedule and/or occasional evening/weekend hours. Incumbents in this position will adhere to all safety and compliance policies of Colorado Mountain College while performing all duties assigned.

Working Conditions

This position may require constant sitting, occasional standing, walking and driving; occasional climbing, balancing, stooping, bending, squatting; frequent handling objects, pushing/pulling, and reaching with hand/arms; and constant finger movements; occasional lifting, carrying, pushing/pulling up to 25 lbs.; ordinary talking, hearing and vision capabilities; constant reading/comprehending, writing, communicating orally, reasoning/analyzing, and frequently performing calculations. Work is performed using a computer and standard office equipment, and occasionally specialized equipment such as a document binding machine.

HR Reference Information:	
Position group and code:	<i>530000 – Senior Status</i>
Date of review:	

NOTE: This position description is intended to indicate the basic nature of positions allocated to this class and provide examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned. Employee may perform other related duties as required to meet the ongoing needs of the organization.