ENROLLMENT SERVICES COORDINATOR

DEFINITION

Under the direction of the Director of Enrollment Services or designee, leads and coordinates the operation and activities of assigned functions within Enrollment Services (Admissions and Records and Financial Aid); organizes financial aid projects, registration or academic records, and transcripts; assists in planning, implementing, documenting departmental procedures and planning the department budget needs and provides work direction and guidance to assigned office staff on a day-to-day basis.

CLASS CHARACTERISTICS

The Enrollment Services Coordinator performs lead level duties in support of academic records, admissions, registration and financial aid.

EXAMPLES OF DUTIES (Illustrative Only)

- Coordinate the operation and activities of assigned functions within Enrollment Services, including student registration, the admissions process, transcript production, academic records, student attendance accounting procedures, Veteran's Administration certification, residency determination, transcript evaluation, general education certifications, financial aid and related functions (E)
- Assist in formulation of operational plans and activities; and planning and implementing departmental procedures, policies and regulations (E)
- Confer with and provide information to administrators, faculty, staff, students and others involving interpretation of policies, procedures and regulations related to assigned activities (E)
- Organize and oversee registration activities (E)
- Implement methods and procedures for assigned areas during peak periods (E)
- Coordinate late and on-going registration procedures as appropriate (E)
- Confer with appropriate personnel regarding information systems issues to streamline procedures and develop and improve computer applications (E)
- Collect and compile data; enter and retrieve a variety of information and prepare reports as required or assigned; ensure proper scheduling of computer-generated reports (E)
- Assist in administering approved budget (E)
- Train and provide day-to-day work direction for employees within Enrollment Services (E)
- Coordinate work flow, including daily job assignments and operational activities; maintain electronic staff calendar for various office services (E)
- Coordinate information systems support services for the purpose of maintaining the confidentiality and integrity of the academic records, including academic grade changes and various petitions (e.g. credit by examination and student demographic information) (E)
- Maintain archival records system, including microfilm storage and retrieval of records not in student database (E)
- Conduct continuous review of office procedures pertaining to Enrollment Services office systems and activities; recommend changes as appropriate (E)
EXAMPLES OF DUTIES (continued)

- Perform computer operations to update academic records and verify student information (E)
- Maintain current knowledge of college curriculum, rules, regulations and guidelines applicable to Enrollment Services (E)
- Order and prepare registration materials and supplies
- Maintain communication and provide support in coordination of Enrollment Services activities at various service locations, which may require driving (E)
- Serve on College committees as required or assigned
- Perform related duties as required or assigned

(E) = designates an essential function

QUALIFICATIONS

Knowledge of:

- Procedures and operations of college enrollment services
- Basic budgeting principles and procedures
- Residency laws and procedures
- Operation of microcomputer equipment and various software programs including student information systems, word processing, database management and spreadsheet computer applications software
- Recordkeeping and filing principles and practices for both computer and paper systems
- Effective customer service techniques and etiquette
- Business mathematics
- Basic supervisory principles and practices
- Correct English usage, including spelling, grammar and punctuation

Skill in and ability to:

- Read, interpret, apply and explain rules, regulations, policies and procedures
- Establish and maintain data and create and produce correspondence, reports and procedures documentation independently or with brief instructions
- Keyboard with sufficient skill to enter data and produce reports
- Make mathematical calculations with speed and accuracy
- Maintain confidentiality of information
- Organize work, set priorities, make critical deadlines and follow up on assignments with a minimum of direction
- Train and provide work direction to assigned office staff
- Operate office equipment such as microcomputer, computer terminal, printer, calculator, copier and facsimile machine
- Use database management, spreadsheet and computer software effectively
- Perform specialized clerical/technical duties related to Enrollment Services
- Understand and follow oral and written directions
- Analyze situations accurately and adopt an effective course of action
- Communicate effectively both orally and in writing using tact, patience and courtesy
- Establish and maintain cooperative and effective working relationships with others in a diverse work environment
QUALIFICATIONS (continued)

NOTE: Specific positions may require or desire bilingual skill in a designated second language.

Other requirements:

- Must also be willing to work evenings and weekends at various service locations, as necessary
- Sitting and operating a computer keyboard to enter data into a computer terminal for extended periods of time, as necessary
- Must be able to bend, stoop, walk, and stand, at times for extended periods
- Must be able to safely lift light objects
- Reaching overhead, above the shoulders, and horizontally, to store or retrieve files and records
- May be required to possess (at the time of hire) and maintain a valid California driver's license and safe driving record during the course of employment

Education and Experience:

Any combination equivalent to:

Equivalent to completion of two years of college-level coursework and three years of responsible experience in an educational environment or other responsible work experience related to the assignment including one year working with financial aid, admissions and/or records processes. Experience may be substituted for education on a year-to-year basis.