ENROLLMENT SERVICES PROGRAM SPECIALIST I/II

DEFINITION

Under general supervision, provides a variety of routine to difficult office support for Enrollments Services; acts as the primary point of contact for students regarding college policies and procedures related to admissions, registration and financial aid; and performs related duties as required or assigned.

CLASSIFICATION CHARACTERISTICS

Enrollment Services Program Specialist I is the entry level classification of this support staff series. Initially under supervision, incumbents learn about Enrollment Services, which includes admissions, registration and financial aid. As experience is gained, there is greater independence of action within established guidelines. This classification is alternately staffed with Enrollment Services Program Specialist II and incumbents may advance to the higher level after gaining experience and demonstrating proficiency which meet the qualifications of the higher level classification.

Enrollment Services Program Specialist II is the experienced level classification of this series, competent to perform a broad variety of enrollment services support duties. The work requires the exercise of independent judgment within established guidelines. This position is distinguished from Admissions and Records Technicians in that the latter have primary responsibility for an assigned functional area (e.g. verifying student residency status, processing transcript requests and updating student grade records); and the Financial Aid Program Specialist in that incumbents have primary responsibility for determining academic and financial eligibility for students applying for financial aid.

EXAMPLES OF DUTIES (Illustrative Only)

- Provides information to the public, students and college staff that requires the use of judgment and knowledge of policies, rules and procedures (E)
- Explains the requirements of various programs to students (E)
- Performs general office support duties such as data entry, filing, answering telephone calls and scheduling appointments (E)
- Assists students with various college procedures and ensuring accuracy and completeness of forms and documents (E)
- Proofreads and checks materials for accuracy, completeness, compliance with College policies and correct English usage, including grammar, punctuation and spelling (E)
- Coordinates services with and refers students to other College staff and programs and to community support agencies, appropriate state and local regulatory or licensing agencies and other public groups (E)
- Enters and retrieves data and prepares periodic and special reports, correspondence and other written materials using a personal computer system and various software such as, e-mail, word processing, spreadsheets, databases and website management (E)
- Monitors activity to comply with College policies and federal and state regulations
- Establishes and maintains effective working relationships with those contacted in the course of the work (E)
- May assist with or make student presentations
- May attend informational workshops, conferences and meetings to gather and disseminate information, which may require driving to various service locations
EXAMPLES OF DUTIES (continued)

- May train student assistants in work procedures
- May handle and balance program monies
- May provide bilingual services to monolingual and limited English-speaking students
- Performs related duties as required or assigned

(E) = designates essential functions

QUALIFICATIONS

NOTE: The level and scope of the knowledge and skills listed below are related to job characteristics as defined under Classification Characteristics.

Knowledge of:

- Basic functions of a community college or similar educational setting
- Federal and state laws and College policies, procedures and operations relating to Admissions and Records or student Financial Aid
- Office administrative practices and procedures, including recordkeeping and filing practices and procedures and the operation of standard office equipment
- Operation of computer equipment and various software programs including student information systems, word processing, database management and spreadsheet computer applications software
- Correct English usage, including spelling, grammar, and punctuation
- Effective customer service techniques and etiquette
- The needs and sensitivities of special and disadvantaged student populations
- Business mathematics

Skill in:

- Reading, applying and explaining relevant laws, regulations, policies and procedures
- Analyzing problems, evaluating alternatives and making sound recommendations
- Meeting critical deadlines
- Using initiative and exercising sound judgment within established guidelines
- Operating a keyboard with sufficient speed and accuracy to enter data into a computer and producing correspondence, reports and other written materials using various software such as email, word processing, spreadsheet, databases, and website management
- Preparing clear, concise, complete and accurate records and written materials
- Maintaining accurate records and files and confidentiality of information
- Establishing and maintaining effective working relationships with those contacted in the course of the work
- Communicating effectively both orally and in writing using tact and diplomacy
- Understanding and carrying out oral and written directions
- Making accurate mathematic calculations including receiving cash, returning change and balancing monies
QUALIFICATIONS (continued)

Other Minimum Requirements:

- Possession of and ability to maintain a valid California driver’s license and safe driving record during the course of employment
- Must be willing to work days, evenings and weekends at various service locations

Desirable:

- Bilingual (Spanish/English)

Education and Experience:

A typical way of gaining the knowledge and skills outlined above is:

Enrollment Services Program Specialist I: Equivalent to completion of high school and two years of office support experience involving public contact and the application of rules and guidelines.

Enrollment Services Program Specialist II: In addition to the above, one year of full time equivalent experience providing support to students at a level equivalent to the College’s class of Enrollment Services Program Specialist I.

Established: February 28, 2013