Job Title: Enrollment Services Assistant

BCAT Code: 09TX98  Effective Date: April 1, 2007
Pay Grade: G10  FLSA Status: Non-Exempt  Revision Date: July 1, 2013

Job Duties/Responsibilities
Provides entry level enrollment assistance services, such as updating and retrieving student accounts, answering general questions, updating records, providing counseling referrals, receiving applications, etc. in the areas of enrollment, financial aid, and billing/payments.

Job Duties/Responsibilities
- Receives the applications for enrollment or financial aid.
- Answers customer questions regarding their status of enrollment or financial aid application.
- Refers customers to the available and appropriate Enrollment Services Specialists.
- Assists customers in completing their application for enrollment or financial aid.
- Provides customer service to customers seeking general information regarding the University or referring them to the appropriate office for further assistance.
- Updates customer records in the information system.
- Tracks and reports submitted applications for enrollment or financial aid.
- Updates changes to University enrollment policies and basic financial aid regulations.
- Performs other entry level Enrollment Services Assistant duties as assigned.

Knowledge, Skills, and Abilities
- Knowledge of office policies and procedures, basic financial aid regulations, and general University enrollment policies.
- Knowledge of basic computer operations and software, such as spreadsheets, word processing, presentations.
- Effective time management and organizational skills.
- Ability to multi-task, pay attention to detail, and exhibit excellent customer service.
- Ability to communicate effectively verbally and in writing.

Minimum Hiring Standards
Bachelor’s degree; or a combination of education and related experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.