Job Title: Enrollment Services Assistant, Senior

BCAT Code: 09SU02  Effective Date: March 1, 2012
Pay Grade: G11   FLSA Status: Non-Exempt  Revision Date: July 1, 2013

Job Duties/Responsibilities
Primarily responsible for serving as a senior resource and liaison to all internal and external customers on mail processing, student records, scanning and indexing issues.

Job Duties/Responsibilities
- Assists other staff and administrators with the mail processing.
- Trains the employees on current policies and procedures.
- Develops, maintains, and updates written training documentation.
- Processes and monitors the accuracy of scanned and indexed documents daily.
- Manages the daily operation and workflow of the mail and the processing of student records.
- Coordinates special projects.
- Takes a leadership role in the processing of problem files and inquiries by researching, locating files, rescanning, indexing, and communicating with departments in a senior capacity.
- Performs other 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 and one year of related experience; 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.