Georgia State University

Job Title: Enrollment Services Specialist

BCAT Code: 09TX95
Pay Grade: G12  FLSA Status: Non-Exempt
Effective Date: April 1, 2007
Revision Date: July 1, 2013

General Description
Provides professional level enrollment services, such as updating and analyzing student accounts, answering general to complex questions, updating records, providing counseling, etc., in the areas of enrollment, financial aid, billing and payments.

Examples of Job Duties
- Receives applications for enrollment or financial aid from customers.
- Investigates customer matters of concern and answers customer questions in-depth regarding their status of enrollment or financial aid application.
- Refers customers to the available and appropriate Senior Enrollment Services Specialists.
- Provides customer service to customers seeking general to complex information regarding the University.
- Retrieves and updates and analyzes customer records in the information system.
- Monitors, tracks, and reports submitted applications for enrollment or financial aid.
- Updates changes of University enrollment policies and financial aid regulations.
- Trains the Enrollment Services Assistants.
- Performs other professional level Enrollment Services Specialist duties as assigned.

Knowledge, Skills, and Abilities
- Knowledge of office policies and procedures, financial aid regulations, and general to complex 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 GSU Hiring Standards
Bachelor’s degree and two years 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.

Office of Human Resources
Classification Section