Job Title: Enrollment Services Specialist, Senior

BCAT Code: 09SU01                  Effective Date: April 1, 2007
Pay Grade: G13    FLSA Status: Exempt       Revision Date: July 1, 2013

Job Duties/Responsibilities
Provides advanced level enrollment services, such as analyzing student accounts, answering complex questions, updating records, providing counseling, etc., in the areas of enrollment, financial aid, and billing/payments.

Job Duties/Responsibilities
- Oversees the receipt of applications for enrollment or financial aid from customers.
- Investigates and answers customer questions in-depth regarding their status of enrollment or financial aid.
- Provides customer service to customers seeking complex information regarding the University.
- Analyzes customer records in the information system.
- Oversees the regular reporting on submitted applications for enrollment and financial aid.
- Researches and updates changes to University enrollment policies and financial aid regulations.
- Trains the Enrollment Services Assistants and Enrollment Services Specialists.
- Performs other advanced level Enrollment Services Specialist duties as assigned.

Knowledge, Skills, and Abilities
- Knowledge of office policies and procedures, financial aid regulations, and 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, supervise, and exhibit excellent customer service.
- Ability to communicate effectively verbally and in writing.

Minimum Hiring Standards
Bachelor’s degree and three 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.