Job Title: Enrollment Services Supervisor

BCAT Code: 09SX07  Effective Date: April 1, 2007
Pay Grade: G14   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, managing these activities and supervising staff in the areas of enrollment, financial aid, and billing/payments.

Job Duties/Responsibilities
- Oversees the receipt of customer applications for enrollment or financial aid.
- Oversees the investigation of customer matters of concern, answers customer questions in-depth, provides accurate information or alternative solutions to customers in complex situations that involve enrollment or financial aid.
- Manages the analysis of customer records and approves the records in the information system.
- Oversees and manages the regular reporting on submitted applications for enrollment and financial aid.
- Researches and updates changes of University enrollment policies and financial aid regulations.
- Trains the Enrollment Services Assistants, Enrollment Services Specialists, and Enrollment Services Specialists, Senior on new guidelines and regulations.
- 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 four 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