

**San Jose · Evergreen Community College District
Classified Job Description**

Position: Enrollment Services Coordinator

Department: Admissions & Records

Location: College Extension at Milpitas

Date: May 11, 2016

POSITION PURPOSE

Under direction of an assigned administrator, the Enrollment Services Coordinator serves as the main resource to students and public relating to the Admissions and Records, Financial Aid, Assessment, Cashiering, and other enrollment components and student services at the Milpitas site. The Enrollment Services Coordinator will also have a specific operational focus on CCC Apply, residency, transcript review, data collection, third-party payment, high school and concurrent enrollment, and areas mandated by the Student Success Act. The Coordinator may coordinate all aspects of operational duties in specific areas assigned by the administrator.

DISTINGUISHING CHARACTERISTICS

This position is critical in creating a welcoming, positive atmosphere for all students and visitors to the College. Incumbent in this position is expected to utilize independent judgement and initiative to oversee operational activities associated with student services and to serve as the back-up in the absence of a supervisor at the Milpitas site. Key duties are split among the three following primary functions and may be adjusted to reflect seasonal and departmental needs.

KEY DUTIES AND RESPONSIBILITIES:

Admissions & Records Duties:

1. Serve as initial source of information and assistance to student/public contacting the college in person, by phone or via email; provide information about college schedules, admissions, registrations, grades, graduation requirements, transcript requests, financial aid, or other college programs and services.
2. Collect enrollment-related forms and review for accuracy and completeness, including concurrent enrollment, course repetition, pre-requisite clearance/challenge, late add, grade change requests, foreign student and/or veteran related forms.
3. Update and track student data related to student records, payments, awards, grades and registration; record personal, academic and other student data as appropriate; detect and correct errors and discrepancies; monitor student academic progress, enrollment status, unit hours and related information as assigned.
4. Assure the accurate and timely collection, documentation, posting, changing or updating and distribution of student grades; review student records and calculate grade point averages; calculate degree statistics and other data as requested.
5. Place or remove holds on student accounts with regards to incomplete enrollment; conflicting information; outstanding balances or disputed charges, or residency issues. Communicate with students to resolve issues.
6. Communicate through email, phone, in person and in meetings with administrators, faculty and staff to resolve issues and concerns and exchange information regarding enrollment services.

Financial Aid Duties:

7. Respond to student inquiries regarding a variety of financial aid topics including federal, state and institutional financial aid programs, the financial aid application process, required documents and deadlines, the disbursement process, and the status of current year awards.
8. Collect and review financial aid forms and required documents for accuracy and completeness.
9. Inform and advise students and parents regarding eligibility and responsibilities of financial aid programs; interpret and explain policies, application procedures and availability of funding from various sources.
10. Generate and verify computer reports to ensure accuracy and compliance with established requirements.
11. Identify and resolve problems related to effective delivery of financial aid; coordinate activities and communication with other campus personnel, and state and federal agencies.
12. Explain and maintain up-to-date knowledge of federal and state guidelines governing financial aid and admissions and records.

Outreach & Other Duties:

13. Develop and revise outreach information/materials, and make oral presentation on a regular basis to a variety of groups and organizations both on and off campus.
14. Assess high school and new students using college approved assessment tools on and off site.
15. Assist students in the use of computer stations to access online student information and self-service options.
16. Refer student to other Student Services areas such as career and transfer counseling, assessment, cashiering, veteran's services, scholarships, DSPS, and EOPS, etc.
17. Oversee the work of student support staff during supervisor's absence; serve on committees and work groups as requested.
18. Compile, record and retrieve data; assist in preparing federal, state and institutional reports according to established program requirements and policies; maintain various records, files, logs and lists; process, distribute and file paperwork as required.
19. Perform other related duties as assigned.

Knowledge of:

1. Applicable sections of the State Education Code and other applicable laws including Title V.
2. Community college courses, curriculum, graduation, and transfer requirements.
3. Rules, regulations, requirements and restrictions regarding student records, admission and registration.
4. The matriculation process, including assessment, counseling, and cashiering, as well as EOPS and DSPS.
5. Financial aid programs, processes, and timelines and tax documents.

6. Modern office methods, procedures and equipment including computers and related software.
7. Record-keeping techniques.
8. Principles and practices of administration, supervision and training.

Skills and Ability to:

1. Understand and follow oral and written instructions.
2. Interpret, apply and explain federal, state or district policies, procedures and regulations regarding college admission, registration and student records.
3. Operate office machines including a computer and applicable software.
4. Analyze situations accurately and adopt an effective course of action.
5. Prepare and deliver oral presentations.
6. Prepare a variety of correspondence and materials.
7. Train and provide direction to personnel.
8. Maintain a flexible schedule which may include evening and weekend work.
9. Work independently and exercise good judgement.
10. Communicate effectively both orally and in writing and maintain composure in stressful situations.
11. Establish and maintain cooperative and effective working relationships with others.

Experience and Education:

1. An Associate degree or equivalent supplemented by college course work in business, accounting, social services or related field.
2. Three years of increasingly responsible experience in a college admissions and records, financial aid or, a related student service area.

WORKING CONDITIONS

Environment:

1. Typical office environment.

Board Approved: 5/11/16
Salary Range: 96
EEO Category: 2B3 – Technical/Paraprofessional