

	<b>SALARY</b>	<b>ISSUED: 05/2011</b>
<b>TITLE:</b> Enrollment Services Specialist	<b>SCHEDULE:</b> <u>    B    </u>	<b>CLASS</b>
	<b>SALARY</b>	<b>CODE:</b> <u>  PE353  </u>
<b>UNION:</b> <u>P&amp;A, Local 1979, U.A.W.</u>	<b>GRADE:</b> <u>    12    </u>	<b>EEO</b>
	<b>FLSA:</b> <u>  Exempt  </u>	<b>CODE:</b> <u>  30  </u>
		<b>E-CLASS:</b> <u>  PE  </u>

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## **POSITION PURPOSE**

Promote and provide quality customer service in multiple areas, including but not limited to financial aid, registration, admissions, and student accounts, via telephone, email, or in-person. Resolve complex student issues in a timely and professional manner.

## **ESSENTIAL JOB FUNCTIONS**

- Identify and resolve complex student issues relating to financial aid, registration, admissions, student accounts and other student service processes.
- Identify obstacles to student success and provide feedback to appropriate units.
- Disseminate accurate information concerning students' status and procedures for requesting exceptions to enrollment or financial policies.
- Answer in-person, telephone and email inquiries and act as a liaison between students, parents, and other university offices.
- Participate in rotation of assignments between a call center and front counter.
- Review individual student enrollment records and accounts following federal, state, and outside agency guidelines as well as University policies. Maintain confidentiality of student information according to FERPA and University guidelines, and comply with University policies including Acceptable Use of Information Technology Resources.
- Accurately record data received and document information and services provided.
- Clarify students' concerns and respond appropriately to sensitive inquiries or complaints.
- Provide individual students with information concerning matters that may affect their enrollment or financial status.
- Provide appropriate referrals for students, parents, and others.
- Process transactions to record data received or to provide written documentation of information and/or a service provided.
- Update and discuss service-related issues with Center team and student service department staff. Participate in monthly update and training sessions.
- May be required to work evenings and occasional weekends.

- Perform related work as assigned.

### **ADDITIONAL COMMENTS**

This classification is designed to provide quality customer service in varied areas of student services through email, phone and to walk in customers. Positions assigned this classification level require applicants with a history of customer service success as well as excellent communication and problem solving skills. Incumbents will rotate from a call center to a customer service counter and report directly to a Manager level position.

### **MINIMUM QUALIFICATIONS**

- Graduation from an accredited college or university or an equivalent combination of education and/or experience.
- Two years previous experience in providing customer service, preferably in an educational setting.
- Demonstrated history of superior customer service skills and ability to manage difficult customer situations.
- Strong organizational skills and attention to detail.
- Ability to communicate effectively orally and in writing. Demonstrates active listening skills, and the ability to clarify students' concerns and respond appropriately to sensitive inquiries or complaints
- Experience working with a web-based student information system and experience navigating websites to locate information.
- Excellent customer service skills and ability to manage difficult or emotional customer situations.
- Ability to work effectively in a fast-paced environment, both in person and on the telephone.
- Ability to analyze financial or other quantitative data and communicate the information accurately to customers.
- Ability to review forms for accuracy.