

Definition: This is interviewing and clerical work in taking and processing information for various enrollment services programs. Work may also involve the acceptance of payments and disbursement of funds.

Employees in this class are responsible for interviewing and gathering information from students and parents to provide required services according to the established guidelines and policies of the Student Enrollment Service Center. Employees determine eligibility independently, but are closely guided by laws, policies and procedures, and instructions from supervisory employees.

Work may involve providing training and guidance to new employees and reviewing work of others for adherence with established standards. The taking and processing of student requests on a timely basis is an essential element of this work. Work is reviewed by the appropriate Associate Director and is subject to periodic audits.

Examples of Work: Interviews students to determine their needs for Student Enrollment Service Center functions.

Prepares and maintains pertinent information on official forms and records.

Prepares and sends correspondence to or on behalf of students as required by Student Enrollment Service Center procedures.

Participates in the settlement of student accounts.

Conducts interviews to advise students of their rights and responsibilities under the guidelines of the Student Enrollment Service Center.

Conducts training and gives guidance to new employees and reviews work for adherence with established standards.

Operates computer terminal to enter and retrieve information required in the operation of the Student Enrollment Service Center.

Performs related work as required.

Required Knowledge, Skills and Abilities: Knowledge of modern office practices and procedures and equipment.

Ability to conduct effective informational interviews with students.

Ability to communicate effectively, both orally and in writing.

Ability to gather pertinent information and determine eligibility of students for requested services.

Ability to perform arithmetic calculations such as adding and subtracting of whole numbers and decimals; and multiplying and dividing by two or more digit whole numbers or decimal multipliers and divisors.

Ability to train, instruct and advise other employees on methods and procedures used in processing information related to student enrollment services.

Minimum Experience and Training: Two years of experience in general office work, including one year which has required providing customer service to the public, and graduation from high school;

OR

Any equivalent combination of experience and training.