

ENROLLMENT SERVICES SPECIALIST Tompkins County

Department: Tompkins Cortland Community College

Classification: Competitive

Labor Grade: TC-3 Grade of G

Approved: 0

Revised: 12/12

By: AF, Commissioner of Personnel

MINIMUM QUALIFICATIONS: EITHER:

(a) Graduation from a regionally accredited or New York State registered two year college with an associates degree in office technology or a closely related field **AND** two years of office clerical experience; **OR**

(b) Graduation from high school or possession of a high school equivalency diploma **AND** four years of office clerical experience; **OR**

(c) Any combination of training and experience equal to or greater than that specified in (a) and (b) above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

An employee in this class is responsible for independently performing complex clerical operations and for relieving related departments of contacts, which should properly be made with the Enrollment Services Center. The employee provides information and assistance to students and prospective students regarding procedures and communications related to enrollment, including recruitment, admissions, financial aid, registration and student accounts. The work calls for frequent exercise of independent judgment in giving out information regarding College policies and practices, and in planning the routine of the Enrollment Services Center. Employees in this class work under general supervision, receiving detailed instructions only when policies have not been determined. Only unusually important or complicated assignments are checked in detail upon completion. Employees in this class may exercise immediate supervision over the work of clerical assistants. The incumbent may work at the College's main campus or one of the Extension Centers and perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Assists students or prospective students with information and procedures related to admissions, registration, financial aid, and student accounts;
- Maintains contacts with areas of the College related to the functions of the Enrollment Services Center, screening material submitted for compliance with procedures and policies, scheduling appointments, answering a variety of inquiries by telephone, email, and in person, and by preparing answers to correspondence under their own signatures;
- Collects information to be used as a basis for reports and memoranda, and may prepare summaries and reports of various phases of the Center's activities;
- Performs routine verification and correction of data entry;
- Receives and reads all mail and email addressed to the Center; personally answering many letters, and screening and referring appropriate mail with background materials to related departments for action;
- Keeps complex records of activities of the Center and directs the operation of the file system of the Center (both manual and computerized);
- Assigns work, furnishes guidance while work is in progress and reviews finished work on completion;
- Contacts students who are not attending classes, are on the stop list, have not registered, need to pay their bill, have not applied or followed through on financial aid, or other similar matters;
- Refers students to faculty advisors, career and transfer counselors, financial aid counselors, or other appropriate Enrollment Services Center staff when assistance is needed beyond what the enrollment services representative can provide;
- Facilitates the scheduling of appointments for students needing assistance with other offices and ensures that the student and the

referred office understand the reason for the appointment;

- Advises the Office Manager regarding needed changes to make the recruitment, admissions, financial aid, registration and student accounts processes more effective and efficient;
- Operates an alphanumeric keyboard only to perform data entry, complete form letters and address envelopes.

THE ENROLLMENT SERVICES SPECIALIST MAY ALSO:

- Respond to inquiries from students who have expressed an interest in the College.
- Coordinate events designed to inform prospective students and the public about the College.
- Process applications for admission to the College.
- Follow up on students who have been accepted to the College, but have not yet enrolled.
- Schedule appointments for placement testing and advisement for entering students.
- Coordinate and proctor placement testing for entering students.
- Track students' progress toward meeting their degree requirements.
- Monitor and update students' academic plan making appropriate program changes at the point of service.
- Receive requests for student transcripts.
- Process confidential financial aid documents.
- Answer complex questions regarding the status of a student's financial aid.
- Administer College student employment programs.
- Accept and process student payments in the form of Title IV assistance, NYS tuition assistance and third party payments.
- Process payment deferrals for tuition, housing, and books.
- Answer complex questions regarding the status of student accounts.
- Register and assist students with the process of registering for courses and processing drop/add and withdrawal requests.
- Provide assistance and training to students in the use of various on-line services available at the College.
- Process information obtained via on-line services regarding updates and changes in student records
- Prepare regular batch billings for payment plans, unpaid accounts and certificates of residency and accept payments for student bills.
- Follow up on delinquent accounts, including forwarding accounts to collection and periodically writing off bad accounts.
- Maintains student stop list for reasons related to admissions, registration, financial aid, and student accounts.
- Manage the daily operations of the extension centers.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of general office terminology, procedures and equipment
- Thorough knowledge of business arithmetic and English
- Good knowledge of laws, regulations, policies and procedures of the College
- Ability to handle routine administrative details independently
- Ability to plan and supervise the work of others
- Ability to understand and carry out complex oral and written instructions;
- Ability to establish and maintain effective working relationships with students, College personnel and other governmental and private agencies
- Ability to deal diplomatically with the public
- Integrity and good judgment
- Ability to perform close detail work involving considerable visual effort and strain
- Tact and courtesy
- Physical condition commensurate with the demands of the position.

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