

STUDENT ENROLLMENT COORDINATOR Tompkins County

Department: Tompkins Cortland Community College

Classification: Competitive

Approved: 0

MINIMUM QUALIFICATIONS: EITHER:

(a) Graduation from a regionally accredited or New York State registered four year college or university with a bachelor's degree **AND** two years of full-time paid (or the equivalent part-time and/or volunteer) experience in an office management or senior level clerical position; **OR**

(b) Graduation from a regionally accredited or New York State registered two year college with an associate's degree **AND** four years of full-time paid (or the equivalent part-time and/or volunteer) experience in an office management or senior level clerical position; **OR**

(c) Graduation from high school or possession of a high school equivalency diploma **AND** six years of full-time paid (or the equivalent part-time and/or volunteer) experience in an office management or senior level clerical position; **OR**

Any equivalent of training and experience as defined by the limits of (a), (b) and (c) above.

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

DISTINGUISHING FEATURES OF THE CLASS:

This position involves responsibility for overseeing and coordinating all student registration, billing, and cash receipt activities at Tompkins-Cortland Community College. Duties include, but are not limited to: monitoring, evaluating, and coordinating task distribution and scheduling for assigned staff; routine data entry verification; monitoring the accuracy of registration, billing, and cash receipts activities; training, coordinating and supervising support staff assigned to student registration, billing, and cash receipt functions; and preparation of materials and publications for the purpose of communicating student registration, billing, and payment policy and procedure. The work is performed under the general direction of the Associate Dean in accordance with policies, procedures and objectives outlined by the Associate Dean. Wide leeway is allowed for the exercise of independent judgment in applying policy to specific areas. Supervision is exercised over clerical staff and student assistants within this unit. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Assists in the formulation of policy and procedure related to registration, student billing, cash receipts;
- Supervises support staff assigned to student registration, billing, and cash receipt functions;
- Plans, directs, and coordinates student registration, billing and cash receipt activities, which requires routine communication and interaction with Enrollment Services Center staff, Budget and Finance staff, and Extension Center staff;
- Monitors, evaluates, and coordinates scheduling and task distribution for assigned staff;
- Maintains performance standards and expectations for assigned staff ensuring consistent quality service to student, prospective students, and the general public.
- Develops, coordinates, and implements plans for peak time staffing in collaboration with Enrollment Service Center Staff and Extension Center Staff;
- Maintains contacts with College departments and personnel in areas of registration, billing and cash receipts;
- Serves on College committees and working groups, and attends a variety of meetings as they relate to student registration, billing, and cash receipts;
- Performs routine verification of data entry and monitors the accuracy of student records;
- Performs routine analysis of student registration, billing, and cash receipts workflow to continually improve services to students.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of all applicable laws, regulations, guidelines, and policies with regard to student registration, billing, and cash receipts;
- Thorough knowledge of office terminology, procedures, and equipment;
- Thorough knowledge of business arithmetic and English;
- Good knowledge of the organization, functions, policies and regulations of the Community College;
- Ability to work effectively with multiple complex administrative software programs;
- Ability to handle routine administrative details independently;
- Ability to plan, assign, and review the work of others;
- Ability to train and supervise student assistants;
- Ability to understand and carry out complex oral and written instructions;
- Ability to compose letters, memoranda and reports;
- Ability to perform close, detail work involving considerable visual effort and strain;
- Good judgment in solving complex clerical and administrative problems;
- Tact and courtesy are required;
- Physical condition commensurate with the demands of the position.