

## **PALOMAR COMMUNITY COLLEGE DISTRICT**

### **ENROLLMENT SERVICES SPECIALIST**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

#### **DEFINITION**

To perform a variety of tasks involved in all phases of the student admissions and records process; to respond to and resolve complex registration and student record problems and inquiries; to assist students, faculty, staff and the general public in the processing of admissions, records, grading and transcript policies, transcripts and financial aid and scholarship documents and the interpretation of policies and procedures; and to perform a variety of duties relative to assigned area of responsibility.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Supervisor of Admissions or the Supervisor of Evaluations and Records.

#### **ESSENTIAL AND MARGINAL FUNCTION STATEMENTS**

*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

##### **Essential Functions:**

1. Maintain and ensure confidentiality of all pertinent student documents and records.
2. Perform a variety of tasks involved in all phases of the admissions and records process including registration, data processing, transcript processing, and student and faculty generated forms.
3. Respond to inquiries (front counter, phone and Bursar's Office) from students regarding general financial aid, scholarship and Federal Work Study student employment information and their individual applications and documents submitted.
4. Respond to and resolve difficult and sensitive complaints and inquiries at the front counter; interpret and explain District admissions and records policies and procedures; answer a multi-line phone and provide general information about the college.
5. Receive and process forms including admissions, initial registration, adds/drops, audits, credit/no credit, course repetitions, grade change, academic renewal, petitions for withdrawal, military tuition, fee deferments, state and VA rehabilitation, address changes and data changes; input information into computer.
6. Review applications and documents submitted for admissions, registration, records, evaluation and financial aid and scholarships for completeness and conflicting information.
7. Provide procedural guidelines on admissions, registration, records, evaluation and financial aid and scholarships as well as institutional, state and federal regulations to students and other College personnel.

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8. Promote financial aid and scholarships while performing duties in the Bursar's Office and/or Admissions Office.
9. Perform routine cashiering functions in Bursar's Office; process requests, collect and account for money received for enrollment, transcript and other related fees.
10. Schedule assessment and orientation appointments for matriculation procedures; assign enrollment appointments. Schedule appointments for financial aid advisors, counselor and director using SARS program.
11. Alphabetize and file all admissions, registration, records and evaluation forms forwarded from education centers and instructors; maintain all student support documents submitted for advisement and evaluation of records.
12. Examine and determine the residency status of prospective students; evaluate documents in support of residency claims.
13. Receive and process transcript requests; including verifying information, billing for fees due, and notification of holds.
14. Review and assess academic transcripts assigned staff personnel<sup>1</sup> for review and assess academic transcript submitted for unit and GPA certification purposes and records and enter data into system and notify requesting department.
15. Certify enrollment for students obtaining financial aid, insurance, employment and deferment of loan payments.
16. Comply with requests from court subpoenas and U.S. Government Agency investigators.

**Marginal Functions:**

1. Perform a variety of clerical functions as required.
2. Perform related duties and responsibilities as required.

**QUALIFICATIONS**

**Knowledge of:**

Admissions and records operations, evaluations, residency and general education requirements.  
College financial aid policies and state/federal financial aid regulations.  
Principles and procedures of financial aid record keeping and reporting.  
Principles and procedures of confidential record keeping.  
Data processing terminology as it relates to student records, registration and financial aid.  
A variety of college information, policies and procedures.  
Methods and techniques of customer service.  
Principles of cash handling.  
Modern office procedures, methods and equipment including computers.  
Principles and procedures of record keeping.  
English usage, spelling, grammar and punctuation.  
Pertinent Federal, State and local laws, codes and regulations.

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**Ability to:**

Interpret District policies and procedures pertaining to admissions, records and financial aid.  
Respond to requests and inquiries from students, faculty, staff and the general public.  
Interpret and explain admissions, records and financial aid policies and procedures.  
Work independently with minimal supervision.  
Maintain confidentiality.  
Maintain accurate records and files.  
Examine and determine the residency status of prospective students.  
Perform routine cashiering functions.  
Operate office equipment including computers and supporting word processing applications.  
Understand and follow oral and written instructions.  
Communicate clearly and concisely, both orally and in writing.  
Establish and maintain cooperative working relationships with those contacted in the course of work.  
Maintain physical condition appropriate to the performance of assigned duties and responsibilities.

**Experience and Training Guidelines**

*Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Experience:**

Two years of responsible experience relating to admissions, records or financial aid functions.

**Training:**

Equivalent to the completion of the twelfth grade supplemented by secretarial or clerical training.

**WORKING CONDITIONS**

**Environmental Conditions:**

Office environment; exposure to computer screens; extensive contact with students and faculty.

**Physical Conditions:**

Essential and marginal functions may require maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time; extensive use of computer keyboard; near visual acuity to read computer screens, files and records.