



Classification Title: Admissions/Enrollment Coordinator

Department:	Enrollment Services	EEO6 Code:	5
Employee Group:	Classified	Salary Grade:	27
Supervision Received From:	Senior Director, Enrollment Services	Date of Origin:	9/2016
Supervision Given:	Direction and Guidance	Last Revision:	9/2016

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 by individual positions.

JOB SUMMARY.

Coordinates a variety of activities in the office of the Senior Director, Enrollment Services; reviews and takes action on technical enrollment issues including residency appeals, petitions for refunds, residency drops and apprenticeship applications and registrations; acts as lead for Enrollment Services staff on duty after 4:30 p.m.

DISTINGUISHING CHARACTERISTICS.

The Admissions/Enrollment Services Coordinator is distinguished from Admissions/Financial Aid Specialist II by the former's responsibility for coordinating activities in the office of the Senior Director, Enrollment Services, independently performing specialized technical activities and serving as lead for staff on duty after 4:30 p.m..

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential Functions: Essential responsibilities and duties may include, but are not limited to, the following:

1. Coordinates and participates in performing a variety of administrative duties in the office of the Senior Director, Enrollment Services including responding to requests for information regarding admissions/enrollment policies, procedures and deadlines; makes arrangements for meetings, travel and staff development activities; schedules meetings of the Registration and Financial Aid Appeals Committees and distributes agendas and notices to relevant parties; updates and maintains an inventory of department forms; answers all admissions/enrollment email; responds to student and staff concerns and complaints.
2. Assists the Senior Director, Enrollment Services in developing and monitoring department and grant budgets; prepares and updates spreadsheets to maintain and reconcile account balances and track and monitor expenditures throughout the year; prepares and routes check requests for approval; researches and corrects discrepancies; keeps the Senior Director, Enrollment Services informed and recommends budgetary adjustments and transfers when warranted.
3. Prepares and processes requisitions for required supplies, equipment and service agreements, assigns proper account codes and obtains required signatures; reconciles and processes invoices for payment; makes authorized Cal Card purchases; reconciles Cal Card statements with records of purchases and acquisitions.
4. Performs a variety of technical activities associated with admissions and enrollment; reviews, makes determinations and notifies students regarding residency appeals and refund petitions; refers complex cases to the Senior Director, Enrollment Services for guidance; reviews, makes determinations and notifies students of eligibility drops; processes applications and registrations for enrollment in apprenticeship programs; ensures special accounting for student

attendance in classes/ programs; oversees the timely submission of faculty census and positive attendance rosters; serves as an information resource on matters related to admissions, residency and registration.

Marginal Functions:

1. Serves as lead for Enrollment Services staff on duty after 4:30 p.m.
2. Updates admissions data in the college catalog and class schedules; creates and updates department web pages with current dates and deadlines, policies and procedures and reminders.
3. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Experience and Education/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: Five years of increasingly responsible experience in admissions and enrollment processes.

Education/Training: Equivalent to completion of the twelfth grade.

Preferred Qualifications:

An associate's degree from an accredited college or university in business administration or a related field.

Knowledge of:

1. Admissions, enrollment and registration rules, policies, procedures and deadlines.
2. Applicable sections of the California Education Code and other federal, state and local laws, rules and regulations governing student admissions, enrollment and fees.
3. Advanced uses of standard business applications including word processing, spreadsheet and database software and other specialized software applications.
4. Policies and procedures applicable to budget, purchasing, payroll and financial recordkeeping.
5. Basic research methods and data analysis techniques.
6. Office administration practices and procedures, including filing and recordkeeping systems.
7. Principles and practices of sound business communication; correct English usage, grammar, spelling and punctuation.
8. Concepts, practices and techniques of customer service.

Skill in:

1. Coordinating and providing effective day-to-day administrative support in the assigned area of responsibility.
2. Organizing, setting priorities and taking initiative in areas of responsibility with the need for only limited supervision.
3. Interpreting, explaining and applying administrative policies, procedures and practices, ensuring consistency and a high degree of accuracy.
4. Evaluating alternatives and reaching sound decisions within areas of assigned responsibility.
5. Operating a computer and other standard office equipment and using spreadsheet, word processing and enterprise software.

6. Preparing clear, concise and accurate correspondence, reports, documents, data entries and other written materials with limited direction.
7. Communicating clearly and effectively orally and in writing.
8. Organizing and maintaining department and other records and files.
9. Maintaining the confidentiality of student files and records.
10. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.
11. Exercising a high degree of tact, diplomacy and discretion in dealing with sensitive, complex and confidential issues.
12. Establishing and maintaining effective working relationships with those encountered in the course of work.

WORKING CONDITIONS.

Environmental Conditions: The employee works under typical office conditions with extensive exposure to computer screens and contact with faculty, students, other departments and the public.

Physical Conditions: Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to sit for prolonged periods; near visual acuity for reading computer screens, reports and schedules; repetitive use of hands for extensive use of keyboards.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.