

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: ENROLLMENT SUCCESS SPECIALIST

RANGE: 24

DISTRICT VALUES

Incumbents in District positions are expected to exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.

SUMMARY DESCRIPTION

Under the direction of the assigned supervisory/management personnel, perform a variety of complex technical and varied clerical work related to student services, which may include the areas of admissions and records, financial aid, outreach, residency, cashiering, and counseling; provide technical and clerical support to faculty and staff; provide diverse information and assistance to students, staff, faculty, managers, and the general public regarding various student services and activities. Assist with all components of matriculation including, but not limited to outreach, admissions, orientation, placement, registration, and follow-up activities. This assignment may include participation in outreach activities off campus.

DISTINGUISHING CHARACTERISTICS

The Enrollment Success Specialist position is distinguished from other positions in that it performs a variety of specialized duties regarding services for prospective, new, continuing, and returning students. Incumbents are expected to deliver information and services related to a wide variety of student support programs with the ability to work under a minimum of supervision. The incumbent in this position supports institutional effectiveness and student learning outcomes by effectively assisting in a wide range of student services areas. Employees at this level are required to be fully trained in all procedures related to their assigned areas of responsibility and understand the full scope of their authority as prescribed by their direct supervisor.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Perform various admissions and records functions in accordance with District policies and procedures; review, track, and process applications and related forms; assist students with the enrollment process; process student registrations, grade changes and other documents assuring completeness; research and resolve discrepancies and problems in records; provide information and explain District policies, procedures, rules, and regulations; track and monitoring the collection of positive attendance rosters, registration data, and grades; update usernames and reset passwords; interpret and apply admission and registration rules, regulations, and policies; maintain student records; receive, review, and process incoming transcripts and transcript requests.
2. Provide general information and review documentation related to various special admissions programs; review required documentation to verify residency status including applying non-resident regulations; inform students of residency status, resident and non-resident tuition fees; determine and send appropriate forms.
3. Serve as the counseling appointment scheduler; add and maintain counselor master schedules; maintain

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and update user information; provide training and assistance to Center users; input and maintain information in system; extract information and assemble materials as requested for events and activities; prepare various reports. **E**

4. Serve as a central point of contact for the college with general knowledge to answer a variety of questions in various formats (e.g. written, telephone, virtual, and in-person).
5. Act as a lead with high school liaisons, pathway coordinators, and community partners to ensure that students have a meaningful and barrier-free access to admissions, placement, orientation, counseling, and registration.
6. Implement an effective communication linkage with each of the District high schools and assist with the visitation of high school students on campus.
7. Identify, provide support, and monitor the completion and success of high-need student populations.
8. Direct students, staff, and faculty with student grievance, conduct, or behavioral concerns to appropriate department.
9. Compile data and information from various sources and prepare appropriate forms, schedules and reports; list, extract and summarize data; possess proficiency in integrated software systems to enter and extract student data and research student information as needed.
10. Provide information and a full range of technical assistance to District personnel, students, staff, faculty, administrators, and members of the general public related to various student services areas; provide general information regarding college programs and instruction including continuing education; refer students to appropriate staff/department. **E**
11. Maintain current knowledge of District software used in the performance of assigned duties; enter and retrieve a variety of information; prepare various reports utilizing appropriate software applications; provide assistance to staff in the use of the programs. **E**
12. Assist in planning, coordinating, implementing, and evaluating student activities on campus and in the community such as outreach events, orientations, fairs, campus tours, and workshops; participate in various outreach opportunities/events as requested; create and disseminate a variety of basic marketing materials such as flyers, emails, newsletters; prepare and deliver presentations and workshops.
13. Support students with understanding how to complete and submit student petitions and various forms; receive and review petitions and forms for completeness; route petitions and forms to appropriate departments; process forms and petitions as assigned. **E**
14. Provide support to counseling; schedule appointments; prepare students files with appropriate documentation needed for appointment; maintain appropriate forms and supplies needed for counseling; change and update student majors within the student information system in accordance with updated student education plans. **E**
15. Assist in coordinating the development of a yearly calendar of events, workshops, and other schedules related to assigned activities and services; review, update, and inform others of essential timelines; coordinate assigned activities; determine eligibility for a variety of programs for assigned area; assure the timely completion of work in accordance with established policies, procedures, and standards. **E**
16. Process and record credit card student payments in the student information system; assist students with requesting online parking permits; clear account holds as needed. **E**
17. Provide training and work guidance to student workers and hourly staff; review completeness of work projects. **E**

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18. Provide information and assistance to students applying for financial aid; assist students and parents in completing the various forms and applications for financial aid, loans, scholarships, and fee waivers; receive, review, and ensure accuracy and completeness of financial aid applications and forms; clarify information and discrepancies with students and parents; notify students and parents of additional information needed; schedule appointments for Financial Aid/SAP workshops. **E**
19. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

- District organization, operations, policies, and objectives.
- Student services program and activities.
- Pertinent State, federal, and program area policies, rules, and regulations including applicable sections of the State Education Code and state and federal regulations and guidelines concerning international students, financial aid, college admission, and other student services.
- Principles and procedures of financial and statistical record-keeping. Basic mathematics.
- Modern office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Interpersonal skills using tact, patience, and courtesy.
- Methods and techniques of report preparation.
- Oral and written communication skills.
- English usage, spelling, grammar, and punctuation.

Ability to:

- Perform a variety of complex clerical and varied technical work in support of operations and programs.
- Understand, explain, and apply laws, rules, regulations, and policies related to various college programs and student services.
- Learn and effectively implement emergency procedures for the site.
- Analyze situations accurately and make judgments without immediate supervision.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Type and/or enter data at a rate of speed necessary for successful job performance.
- Learn and adapt to changing technology and equipment used in the performance of assigned duties. Maintain accurate and complete records and prepare reports.
- Train and provide work guidance to student workers and hourly staff.
- Work independently with limited direction.
- Plan and organize work to meet schedules and deadlines.
- Analyze situations accurately and adopt an effective course of action Work effectively with frequent interruptions.
- Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Serve on appropriate college committees and attend a variety of meetings.

EDUCATION AND EXPERIENCE

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Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to two (2) years of college level coursework in business or other related fields **AND** two (2) years of increasingly responsible experience in a student services or academic setting involving frequent student contact and that demonstrates a basic knowledge and understanding of student services.

LICENSE AND OTHER REQUIREMENTS

A valid California driver's license and a safe driving record may be required for some positions to drive a District or personal vehicle to attend meetings/events, conduct outreach or participate in fairs, or pick up/deliver documents or other materials. Some positions in this class may be required to possess skills in a second designated language. Training in basic CPR/AED and First Aid is desired.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

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Ralph Andersen & Associates