Division of Student Affairs and Enrollment Management

Enrollment Services Specialist

Job Summary
Performs a variety of responsibilities related to Enrollment Services at Philander Smith College. The Specialist acts as the primary point of contact for students in processing admissions and registration related documents. Answers questions in person, via the internet, U.S. mail or by phone regarding college policies and procedures related to admissions, registration, testing, advising, financial aid, and other Enrollment Services. Coordinates with student services areas to facilitate the consistent delivery of admissions and enrollment services. Refers students to appropriate college resources. Provides service to diverse populations to high school and community college students and other community members whose needs and interests vary.

Typical Duties and Responsibilities

1. Interprets and responds to student inquiries in-person, via the telephone and electronically regarding admissions and registration and general college policies and procedures. Gathers information from students in order to understand and evaluate individual circumstances; interprets relevant policies, procedures and guidelines to determine best course of action. Refers student to appropriate department for further assistance as necessary. Provides comprehensive customer service in a high volume and challenging, fast-paced environment. Incumbents work at an assigned work station and at the front office registration desk on a rotational basis; some campus staff will work directly at a window setting.

2. Processes admissions applications from prospective students received via the internet, fax and U.S. mail or in person. Handles applications for a breadth of PSC programs such as PSC degrees, GED, high school completion and dual enrollment. Obtains transcripts for dual enrollment programs with 4 year college and universities. Assists students by directing them to and informing them about the next steps in the student process such as testing, new student orientation or advising.

3. Processes registration applications, class additions and/or withdrawals from students via the telephone, internet and U.S. mail or in person. Provides information to students regarding the availability of classes; enrollment and class status; and location of classes. Notifies students of registration dates, withdrawal deadlines and drop/billing dates.
4. Processes enrollment verifications and requests from students and various agencies who request information about student enrollment. Evaluates documentation to determine appropriate release of authorization.

5. Applies federal, state, local and institutional laws, regulations and policies. Performs all functions within compliance of the above restrictions as well as within FERPA compliance (Family Educational Rights and Privacy Act).

6. Provides computer navigation support to students utilizing JICS, [future] Distance Learning website and on-line courses. Creates student master files by entering information from the admissions application into the Jenzabar admissions/registration module. Searches the system prior to entering information to verify students are new to avoid duplicate records. Notifies Senior Enrollment Services Specialist (Dean/Asst. Dean) when duplicate records are found. Updates student records by making changes to address, residency, student program, and major.

7. Answers calls, responds to requests and refers students to appropriate resources for information on a breadth of topics including but not limited to Advising, Counseling, High School Completion, International Student Admissions, New Student Orientations, Financial Aid and Testing. In addition, information may be provided regarding general comprehensive college information as requested.

8. Performs office support duties which may include scanning documents; distributing and processing of mail; updating and ordering admissions/registration publications and various office supplies; and maintaining office area by updating signs and ensuring adequate supply of catalogs, class schedules, forms, etc.

9. Orient faculty, staff and administrators in the use of the college computer database to create class waitlists, grade rosters and input/change grades, etc.


11. Performs other related duties as assigned.

**Work Environment and Physical Requirements**
Work is generally performed in an office setting with frequent interruptions and changes in the workflow/volume depending on the time in the term. Occasional lifting and/or carrying of light weight materials or equipment may be required. Position involves sitting for extended periods of time while working at a computer terminal. Learned physical skill is required to perform keyboarding and/or ten-key functions.

**Minimum Qualifications**
Bachelor’s degree; 2-3 years of professional experience.
**Knowledge, Skills and Abilities:**
- A working knowledge of word processing, database and/or spreadsheet application is required.
- Ability to accurately apply and explain policies, procedures and record systems;
- Ability to interact with students, staff and the public in a pleasant, tactful and courteous manner;
- Ability to research records and determine source of error;
- Ability to communicate effectively orally and in writing;
- Ability to perform basic arithmetic computations;
- Ability to work under pressure and meet deadlines;
- Ability to keep accurate records and maintain confidentiality;
- Ability to operate standard office equipment such as a fax, computer, telephone and copy machines;
- Ability to convey technical information to a diverse population of students, staff and public.
- Ability to multi-task, handle walk-in, phone and internet requests in a fast-paced, high volume environment.