

Miles Community College

Enrollment Services Technician

Department: Student Services

Job Status: Full Time

FLSA Status: Classified

Reports To: Dean of Enrollment Management and Educational Support Services

Positions Supervised: Assigned work-study

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Essential Functions Statement(s)

- Oversees the day-to-day operations of Student Services office, including phone/switchboard, distribution and processing of incoming and outgoing mail and package service, internal mail, etc. Supervises and trains work-study or other student workers and assists other employees with the general day-to-day functions of the office.
- Responsible for the creation, data entry, and maintenance of enrollment records and student records ensuring accuracy, integrity, and confidentiality in compliance with state and federal laws and policies.
- Enter and maintain accurate student information in Banner including admissions data and other essential student documentation requirements, and create and maintain physical and/or electronic files for admission. Process admissions applications for all categories of credit-enrolled students.
- Interacts with and provides excellent customer service to prospective and current students, college employees, or outside contacts to provide information, answer questions, solve problems, or otherwise respond to legitimate requests. Regularly reference, retain, recall and apply college and departmental policies and procedures in order to effectively respond to inquiries.
- Responsible for generation of admissions-related communications, including acceptance letters, non-degree admissions letters, missing checklist letters, and maintenance of admissions and enrollment status and documents in Banner Student Information System and Fireworks CRM. Assist with various other recruitment and enrollment mailings, requests for information, and follow-up correspondence to prospects, applicants, and current students.
- In coordination with the Registrar, responsible for the processing of outgoing official transcripts, MACRAO transmittal requests, and enrollment verifications for current students and alumni.
- Assists in the coordination of the college commencement activities.
- Provide administrative assistance to the Dean of Enrollment Management and Dean of Student Engagement, including but not limited to coding blue slips, scheduling meetings, and filing.
- Provide general assistance and support as needed for all facets/functions of the Enrollment Services office. Perform other duties as assigned by the Dean of Enrollment Management and Educational Support Services, Director of Financial Aid and Admissions, College Registrar, and Dean of Student Engagement and Auxiliary Services.

POSITION QUALIFICATIONS

Competency Statement(s)

- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time.
- Business Acumen - Understands basic business practices.
- Change Management - Communicates changes effectively.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Meets commitments.
- Delegation - Delegates work assignments; Matches the responsibility to the person; Sets expectations and monitors delegated activities.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments.
- Initiative - Seeks increased responsibilities; Takes independent action.
- Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Improves processes, products and services.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Organizes or schedules other people and their tasks.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
- Safety and Security - Observes safety and security procedures; Uses equipment and materials properly.
- Strategic Thinking - Develops strategies to achieve organizational goals; Adapts strategy to changing conditions.
- Inclusion - Provides an environment that is inclusive of all students and supports underrepresented students.
- Assessment - Assesses annual performance and works closing with the institutional research and enrollment management team.

SKILLS & ABILITIES

Education: Associate’s Degree or two years of college or related work experience.

Experience: Proven multi-tasking and organizational skills. Strong written and verbal communication skills to include phone exchanges and all forms of written and electronic correspondence. Proven skills in data management and proficient with Microsoft Office software. Customer services skills and the ability to work independently in fast paced environment. Experience with Banner or other student information system preferred.

Other Requirements: Physically capable of lifting 30 pounds.

REVIEWED BY (SUPERVISOR SIGNATURE) _____ **DATE** _____

REVIEWED BY (EMPLOYEE SIGNATURE) _____ **DATE** _____

Miles Community College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the College reserves the right to change this job description and/or assign tasks for the employee to perform, as the College may deem appropriate.