RANGE N02 **JTC NO. CZ5**
FLSA EXEMPT N

DALLAS COUNTY COMMUNITY COLLEGE DISTRICT
JOB DESCRIPTION

JOB TITLE: **Enrollment Services Generalist**

LOCATION DESIGNATION: **Colleges**

DATE PREPARED: **Spring 2009**
DATE REVISED: **Summer 2012; Spring 2014**

NEXT SCHEDULED REVIEW: 2012-2013

GENERAL SUMMARY: An entry level blended position responsible for duties and responsibilities within the areas of admissions, academic advising, assessment, enrollment and financial aid services to credit and non-credit students on a college campus.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Assists students with any enrollment process information that is required.

- Provides a one-stop help to students with regards to admissions, enrollment, academic advising, and financial aid.

- Processes a variety of student applications used for such processes as enrollment, advising, and financial aid.

- Provides advisement to students regarding TSI (Texas Success Initiative), probation and supervision status.

- Maintains all relevant record keeping and tracking.

- Assists students in assessing academic skills, interpreting assessment results, and course selection based upon those results.

- Responsible for referring students for assessment.

- Responsible for actual registration, add/drop, and withdrawal functions, including the actual data entry into the registration system for each student advised.

- Provides students with a variety of information resources, i.e. courses, programs, career options, degree plan initiatives, and career services.

PRINCIPAL DUTIES AND RESPONSIBILITIES: - continued

- Responsible for various administrative functions and adhering to District policies and procedures.

- Responsible for processing applications and transcripts for enrollment and verifies for completeness and accuracy, screens students for eligibility.

- Performs other duties as assigned.

REPORTING RELATIONSHIP:
Varies to meet organizational needs.

PHYSICAL EFFORT REQUIRED:
Works with light, easy to handle materials requiring little physical effort.

MINIMUM EDUCATIONAL/SKILL REQUIREMENTS:
Associate's degree or higher plus two years of experience in an educational environment, social service agency, or in the private business sector with specific experience in customer services in one area of student services **or** high school graduate plus four years of experience in an educational environment, social service agency, or in the private business sector with specific experience in customer services in one area of student services. Must adhere to strict confidentiality guidelines. Ability to work as part of a team and be flexible to contribute to the success of the community campus as needed. Advanced knowledge of computer technology and software applications in order to conduct various enrollment processes. Ability to deal extensively and effectively with a wide variety of individuals requiring excellent interpersonal skills, listening skills, and communication skills. Demonstrated oral and written communication skills to interact with a wide range of individuals from diverse backgrounds. Strong knowledge and experience providing effective customer service. Official transcripts will be required.

****Will be subject to a criminal background check.****

ccp: 04/28/09
revised; 08/2012 – emm
revised: 03/2014 - emm