



**DATE ISSUED:** 09/08  
**FLSA:** Non-Exempt  
**PTO:** COVS

## **JOB DESCRIPTION**

### **TITLE**

Enrollment Services Specialist

### **JOB SUMMARY**

This position will provide information and assistance to students regarding enrollment-related functions. With an overall knowledge and understanding of enrollment procedures and information, the Enrollment Services Specialist will guide both prospective and current students through various processes associated with admissions, student records, registration and financial aid. Work is performed under general supervision and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

### **ORGANIZATIONAL RELATIONSHIPS**

*Reports to:* Assistant Vice President of Enrollment Services

*Supervises:* No supervisory responsibilities

### **PRIMARY DUTIES** - *May include, but not limited to the following:*

Provides on-the-spot assistance to students and faculty regarding enrollment services information and transactions.

Provides information about registration holds and how to resolve them.

Checks financial aid status.

Provides information about payment deadlines and procedures.

Answers general questions about the university, admissions, registration, financial aid etc.

Tutors students in using on-line self-service features related to enrollment.

Provides information about graduation and commencement.

Provides information about ordering official transcripts.

Changes student directory information.

Changes academic major and/or minor.

Assists students in completing loan counseling.

Assists students in setting up a Pioneer Portal account.

Assists with registration: add/drop, schedule changes, etc.  
Verifies and posts TSI scores.  
Directs students to other offices for tasks outside Enrollment Services, such as withdrawal from the University, academic advising, parking issues etc.  
Performs work for enrollment-related offices when not assisting students. This could include checking 101 lists, inputting TSI exemptions, financial aid data input, inputting prospective students, etc.  
Assists in the preparation and execution of transfer orientations.  
Updates new and current transfer student records.  
Performs core curriculum analysis and determine equivalencies on a case-by-case basis for new, returning and current students – making updates as necessary  
Disseminates and manages new and/or updated curriculum information to staff of Enrollment Services including core curriculum and graduation requirements.  
Responds to university staff and faculty course equivalency questions.  
Provides quality control in reviewing course evaluations and credit postings on a regular basis.  
Assists in the updating and creation of course equivalency guides.  
Assists in new transfer student admissibility evaluations.  
Responds to general prospective transfer student questions including but not limited to course applicability, degree plans and provide general direction for service.  
Analyzes and disseminates data as it relates to transfer students including but not limited to trends in admissibility, course work equivalencies, institutional matriculation. Core curriculum advancement – new and current .  
Provides a resource in the gathering and interpretation of transfer student recruitment and retention.

***ADDITIONAL DUTIES***

Assists with Open Houses, New Student Orientation, and other special campus events as needed.  
Performs other duties as requested.

***EDUCATION***

Bachelor's degree required.

***EXPERIENCE***

At least 3 years experience in Admissions, Student Records, Registrar's or Financial Aid Office preferred.

***KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:***

Working knowledge in any or all of the above areas. Bilingual in Spanish would be helpful.  
Knowledge of current admission standards and registration requirements.  
Knowledge of personal computer and mainframe applications relating to the processing of admissions and registration.

Skills in evaluating and supervising employees, providing direct training when needed.  
Ability to deal effectively with students, parents, employees, and administration.  
Ability to communicate effectively, orally, in writing and by telephone.  
Skill in dealing with the public and students in a courteous and professional manner.  
A commitment to a student center customer service philosophy.  
Ability to prepare financial and other statistical reports.  
Ability to function in multi-campus environment.  
Ability to give presentations to groups regarding admissions and registration.  
Ability to use a personal computer and other office equipment.

***PHYSICAL DEMANDS***

The physical demands described here 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 functions.

While performing the duties of this job, the employee is occasionally required to stand, walk, sit, use hands to finger, handle or feel objects, tools or controls, reach with hands and arms, climb stairs, talk or hear. The employee must have the ability to occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include ability to distinguish the nature of objects by using the eye.

***WORK ENVIRONMENT***

Employees are responsible for performing their duties in an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed primarily indoors in an office setting. The noise level in the work environment is low to moderate. The employee may be required to travel.

***SAFETY***

Assists in the creation of a culture of safety and environmental protection by performing work safely in accordance with departmental safety procedures. Operates equipment safely and reports any unsafe work conditions or practice to supervisor.

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

Enrollment Services  
Specialist  
Date Issued: 09/08  
FLSA: Non-Exempt  
PTO: COVS

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

***Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.***

***Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, sex, sexual orientation, or ethnic origin, age, veteran's status, or against qualified disabled persons.***

***All positions at Texas Woman's University are deemed security sensitive requiring background checks.***