Job Description

Job Title: Enrollment Services Representative **JTC: CX8**

Salary Range: N04 **FLSA: Non-Exempt**

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

A blended position responsible providing a variety of admissions, assessment, enrollment, and academic pre-advising services to both credit and non-credit students. Performs related enrollment service functions that support office operations.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge and understanding of laws and regulatory requirements pertaining to student's admission, registration, assessment, financial aid, records retention, etc., and how they impact the student's enrollment process. Ability to keep current on trends and best practices pertaining to student enrollment services through professional development activities.

Ability to provide guidance and interpretation to current and prospective students on the enrollment process, policies and procedures face to face, online and via the telephone. Ability to evaluate student transcripts and/or records, adhere to strict confidentiality guidelines, and analyze, solve problems and make evaluative judgments.

Ability to work independently and to foster a positive, cooperative, productive team driven atmosphere with the ability to maintain effective working relationships with individuals from various cultural backgrounds internal and external to the organization. Ability to consistently promote and deliver information, assistance, and services in a courteous, accurate, and professional manner.

Ability to multitask and prioritize assignments in a fast pace, high-volume work environment. Ability to perform detailed work with a high degree of accuracy and attention to detail. Advanced understanding of various computer technologies and software applications required to process student data and to format and generate reports during the enrollment process.

Strong interpersonal, listening, verbal and written communication skills and the ability to work effectively with a wide range of constituencies in a diverse community. Commitment to customer satisfaction and the ability to develop and sustain productive customer relationships.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities.

MINIMUM KNOWLEDGE AND EXPERIENCE

Bachelor's degree plus three (3) years of related work experience. Official transcripts will be required. Ability to work extended hours beyond the regular 8:00 a.m. – 5:00 p.m. workday during heavy registration peak times including nights and weekends. ***Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Assists students and prospective students with enrollment process information and Guided Pathway to Success initiatives. Guides students through activities required to complete admissions, enrollment, assessment and provides academic pre-advising inclusive of one-on-one interaction with students as well as pre-online advising. Stays current on laws and regulations and adheres to DCCCD guidelines and procedures.

Provides advanced advising to students in regard to the Texas Success Initiative (TSI), probation standing, student athletes, etc. Maintains constant interaction and follow-up with these students and maintains all relevant recordkeeping and tracking. Assists students by referring to applicable assessments, interpreting assessment results, understanding their academic skill level and course selection based on those results.

Assists students with completion of necessary forms for enrollment, validates forms for accuracy and processes as required. Provides students with a variety of information resources including, but not limited, college catalogs, course/program selection guides, guided pathway choices, and referrals to campus services that contribute to the students' academic success. Responsible for scanning documents into the district imaging records management system.

Maintains confidentiality of students records in compliance with the Family Educational Rights and Privacy Act (FERPA). Acts as an information source, providing information related to DCCCD policies and procedures, local, state and federal laws/regulations related to the enrollment process. Researches and analyzes information, as necessary, and responds to applicant and/or student concerns regarding admissions and/or transfer credit status, records and registration matters.

Utilizes excellent communication skills when interacting with diverse internal/external stakeholders and constituents within the DCCCD community network. Performs advanced office activities and record keeping requiring the exercise of initiative and independent judgment in a multi-task environment. Consistently provides professional customer service and the sensitivity to respond appropriately to the needs of a diverse population. May coordinate the work of part-time staff.

Completes required DCCCD Professional Development training hours per academic year. Performs other duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.