



Job Description

Job Title: Enrollment Services Generalist

JTC: CZ5

Salary Range: N02

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

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.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledgeable about admissions, academic advising, assessments, financial aid. 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. Able to assist students in assessing academic skills, interpreting assessment results, and course selection based upon those results. Responsible for referring students for assessment.

Advanced knowledge of computer technology and software applications in order to conduct various enrollment processes.

Able to evaluate and analyze credentials on students' applications to determine eligibility for financial assistance, admissions applications. 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.

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. Occasionally may be required to lift and carry materials weighing up to 20 pounds.

MINIMUM KNOWLEDGE AND EXPERIENCE

Associate's Degree plus two (2) years of experience *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***



ESSENTIAL DUTIES AND RESPONSIBILITIES

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.

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

Assist students with any enrollment process information that is required. Provides students with a variety of information resources, i.e. courses, programs, career options, degree plan initiatives, and career services. Provide excellent customer service to students.

Completes required DCCCD Professional Development training hours per academic year. Utilizes excellent communication skills and the ability to interact with diverse internal/external stakeholders and constituents within the DCCCD community network. Provide excellent customer services to clients.

Performs related 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.