



## 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 for duties and responsibilities within the areas of admissions, advising, and financial aid services of the college community campus. Responsible for providing a variety of admissions, assessment, enrollment, academic advising, and financial aid services to credit and non-credit students. Provides individualized academic advising, career planning, and other related services. Performs advanced office activities and record keeping; requires the exercise of initiative and independent judgment in a multi-task environment, coordinates the work of part-time staff.

### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

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.

The ability to deal extensively and effectively with a wide variety of individuals requiring excellent interpersonal skills, listening skills, and communication skills.

Demonstrate oral and written communication skills to interact with a wide range of individuals from diverse backgrounds. The ability to provide quality 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.

### MINIMUM KNOWLEDGE AND EXPERIENCE

Bachelor's degree or higher plus three years of experience in an educational environment, social service agency, or in the private business sector with specific experience in customer services and in one area of student services or Associate degree plus five years of experience in an educational environment, social service agency, or in the private business sector with specific experience in customer services and in one



area of student services. Official transcripts will be required. \*\*\*Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. \*\*\*

## ESSENTIAL DUTIES AND RESPONSIBILITIES

Adheres to strict student confidentiality guidelines. Assists students and visitors to the campus with any enrollment process information that is requested. Provides a one-stop help to students with regards to admissions, enrollment, academic advising, and financial aid. Provides academic advising/planning to students and/or potential students using a variety of resources by DCCCD and other colleges, universities and related organizations.

Advising of students may be inclusive of one-on-one interaction with students as well as online advising. Provides advanced advisement to students such as, TSI failed, probation, student athletes, etc. Maintains constant interaction and follow-up with these students and maintains all relevant record-keeping and tracking. Assists students in assessing academic skills, interpreting assessment results, and course selection based on those results. Responsible for referring students for assessment.

Coordinates with main campus enrollment services to provide students with any assistance they may need in the enrollment process if unable to be resolved at the community campus. Responsible for the actual registration, drop/add and withdrawal functions, including the actual data entry into the registration system for each student advised. Coordinates the collection and updating of advisement and articulation information and materials.

Provides students with a variety of information resources including, but not limited, college catalogs, course/program selection guides, financial aid information, and referrals to the campus career placement center to utilize computer applications designed to allow students to make decisions related to career and life planning. Provides financial aid program advisement and assistance to students regarding the application processes for grants, loans, work-study and scholarships and/or other information related to financial aid.

Responsible for various administrative functions which may vary depending on site assigned to, which may include but are not limited to, attaining program goals, and adhering to policies, and state/federal regulations. Acts as an information source, providing information related to DCCCD policies and procedures, state and federal regulations related to admissions. Processes applications and transcripts for enrollment and verifies for completeness and accuracy, screens students for eligibility. Responsible for scanning documents into the district imaging records management system.

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.*