| Date | Position # | Position Title | Reports To: |
| --- | --- | --- | --- |
| 7/15/2024 | FS9719, FS9720, FS9722, FS9724, FS9725, FS9726, FS9727, FS9728, FS9729 | Enrollment Support Specialist | FA9531 |

|  | | For HR Use Only | | |
| --- | --- | --- | --- | --- |
| Division | Department | Pay Table/Level/Grade | soc code | employment code |
| Student Affairs | StarZone | Full-Time Professional Support 5 | 43-0000 | 5 - Other Full Time |

# Status: Please select the appropriate boxes that apply.

| **Regular/Continuing:** | **Bargaining Unit:**  ASP | **Non-Bargaining:** | **Provisional/Grant Funded:** | **Temporary/Limited Duration:** |
| --- | --- | --- | --- | --- |

| **Individual Position:** | **Full-Time (40 hrs/wk):** | **Part-Time:**  \_\_\_\_ Hrs/Week | **Pooled Position:** | Type here **# of Employees if this position is pooled.** |
| --- | --- | --- | --- | --- |

| **JOB SUMMARY:** This section should summarize the overall purpose (“mission”) of this job in 1-4 sentences. Briefly describe the primary reason the job exists at LCC. |
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| Driven by compassion, inclusivity, integrity, teamwork and work-life balance the Student Affairs Division is committed to student success by ensuring that high-quality programs and services are delivered by dedicated and caring professionals.  In this connection, the Enrollment Support Specialist will serve a robust, diverse pool of applicants and new students at the College. Reporting to the Manager of Enrollment Support Services, this position plays a critical role managing the admissions pipeline. As the first point of contact for incoming students, the Enrollment Support Specialist will establish relationships with assigned student populations and provide them with personalized attention that moves individuals from a prospect to enrolled student.  Through exceptional service, the Enrollment Support Specialist will work with internal/external stakeholders and students to resolve obstacles prior to enrollment. Serve as an information source to faculty, staff, students and the general-public on topics such as enrollment, registration, financial aid, student finance, assessment, and college processes.  Interactions with constituents is conducted with a high-degree of professionalism, confidentiality, and integrity. Work may be conducted in a private office or in the StarZone, the College’s service center. |

| **Direct Reports:** If this is a supervisory position (authority to hire, assign, discipline, approve timesheets), list position #s of those supervised). |
| --- |
| N/A |

| **Essential Duties and Responsibilities:** Identify and describe the essential duties and responsibilities, i.e., what actions are done and what are the expected results. Most jobs can be described using 5-10 statements. List in priority order, beginning with top priority/must get done, with approximate percent for each (e.g. 20% 1. Reconciles grant fund expenditures to balance monthly budget). “Other duties, as assigned,” are implicit in all position descriptions. |
| --- |

| **%** | **NO.** | **Essential Duties and Responsibilities** |
| --- | --- | --- |
| 75 | 1 | Execute strategies to manage the flow of applicants from admission to new student orientation. Engage students with hands-on support at every stage of the admissions process with the goal of transforming applicants into enrolled students. Respond to a high volume of inquiries about topics including but not limited to: tuition and fees, financial aid, curriculum, career services, informational events, application process, student support services, academic success services, and academic placement process. Proactively, purposely, and passionately communicate with student’s in-person, via the telephone and through electronic avenues such as email, text messages, and email. Use technology to monitor progress, moving students through the enrollment steps. Using independent judgement, resolve complex issues while engaging with internal and external stakeholders. Analyze data to prioritize workload. Stay current with federal, state, and institutional requirements related to higher education and interpret, and apply information to accurately inform and guide students through these topics and processes. |
| 15 | 2 | Evaluate, troubleshoot, and document technical and procedural barriers related to student processes including admissions, registration, financial aid, student finance, and assessment. Recommend changes to operational processes to promote a seamless student experience. |
| 5 | 3 | In collaboration with the supervisor, annually develop performance goals that are strategic, measurable and advance the enrollment goals of the College. |
| 5 | 4 | As needed and appropriate, participate in and collaborate with College-wide committees or activities on behalf of the he department or Student Affairs Division. Travel to multiple campus locations as needed. |

| **Core Competencies:** Record the knowledge, skills and abilities necessary to perform the essential functions of this position. Provide descriptions of core competencies below (e.g. communication, customer service, decision-making, leadership, problem-solving, etc.). An incumbent or applicant must be able to demonstrate and results must be measurable. |
| --- |
| Knowledge: Technical, specialized, disciplinary, industry-specific and/or operational knowledge or understanding required in your job   * Knowledge of federal and state regulations * Knowledge of College strategic initiatives, policies, procedures, resources, and support systems * Knowledge of customer service best practices * Experience with integrated computer software systems (preferred: Banner applications, Desire2Learn, Argos), appointment scheduling system, and Microsoft Office Products   Communication/Influence: Requirements for listening, verbal communication and/or written communication with others, and/or for educating, training, persuading, serving and/or otherwise influencing “customers”.   * Perceptive, active listener - analyze customer’s experience to proactively address their needs * Excellent verbal and written communication skills * Courteous, knowledgeable, friendly and enthusiastic customer service * Flexible, sensitive, and compassionate interpersonal skills * Ability to work effectively with a diverse community   Problem Solving: Thinking required by the job for evaluating, analyzing, creating, and reaching conclusions and the need to identify obstacles and develop applicable solutions.   * Ability to recognize and identify process improvement opportunities and solutions * Ability to be decisive, thoughtful, and use persuasive conflict resolution skills * Ability to find and communicate information to resolve student requests * Ability to assess, prioritize, and respond to a variety of needs * Ability to independently perform a variety of duties and balance multiple priorities   Leadership: Required ability to manage people, department(s) and/or operations and/or provide guidance/counsel to others.   * Manage requests and workload in a fast paced environment. * Operate as a flexible and supportive team member to build a cohesive and seamlessly efficient student experience. * Possess exceptional resolution and organizational skills to exceed internal and external customer expectations. |

| **educational/experience requirements:** Identify the education and/or equivalent combination of education and experience, plus additional specific years of experience, certifications, licenses and/or special training required to perform the essential functions of this job. |
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| **Required**   * Associate degree or equivalent combination of education and experience. * Demonstrated work experience in customer service   **Preferred**   * Bi-lingual * Experience with diverse populations * Experience working in higher educational setting |

| **Physical and mental requirements:** Complete the physical and mental demands on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Mobility around the LCC campus is a normal part of the position’s functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. |
| --- |
| Go to the ADA Checklist |

| **work environment:** Complete the work environment characteristic on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. |
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| Go to the ADA Checklist |

# SIGNATURES

A close-up of a signature

Description automatically generated**Supervisor’s Name:** Sarah Ortiz **Supervisor’s Signature:** Sarah Ortiz **Date:** 07/16/2024

07.16.2024

**Dean/ELT’s Name:** Ronda Miller **Dean/ELT’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_**

**HR Rep:** Sydney Glasscoe **HR Rep Signature:** \_Sydney Glasscoe\_\_\_\_\_\_ **Date:** \_7/17/2024\_\_

**ADA COMPLIANCE JOB DESCRIPTION CHECKLIST** (*The immediate supervisor is responsible for completion of this form. Fill in more information as need that apply to the essential job duties for the attached job description.)*

**Position #:** All Posns **Date:** **7/15/2024 Supervisor’s Position #:** FA9531

## **Materials Used:**

Computer keyboard, mouse, screen

Various software

Telephone, cell phone, mobile device

Paper and pencil/pen

Projector or other audiovisual equipment

Copier, scanner, fax

Carpentry equipment

Electrical equipment

Plumbing equipment

Other: Click or tap here to enter text.

## **Mental Functions:**

Comparing (compare/contrast data, people, other data)

Synthesizing (combine data, concepts, interpretations)

Computing (math calculations or carrying out formula operations)

Compiling (gathering, classifying, evaluating data, people, other data)

Copying (entering, posting, transcribing data)

Analyzing (examining, testing data, presenting alternatives)

## **Audio/Visual/Aural Functions:**

Talking (expressing ideas, thoughts, language, conveying details accurately and clearly)

Hearing (receive details through oral communication, make fine differences in sound with other sound interference)

Near acuity (at 20 inches or less when accuracy is essential)

Far acuity (more than 20 inches when day and night/dark conditions are essential)

Depth perception (3 dimensional vision, judge distances, space)

Color vision (distinguish colors)

Field of vision (up/down and right/left)

Flavors & odors (distinguish similarities, differences, intensities, qualities using tongue & nose)

## **Movement, Strength, Repetition Functions:**

Climbing

Kneeling

Reaching

Balancing

Crouching

Grasping

Stooping

Crawling

Picking/Typing/Keyboarding

Sedentary (exert up to 10 lbs of force to lift, carry, push, pull, move objects; sit most of time)

Light (exert up to 20 lbs of force to lift, carry, push, pull, move objects; walk/stand occasionally)

Medium (exert 21-50 lbs of force, walk/stand frequently)

Heavy (exert 51-100 lbs of force, walk/stand routinely)

Very Heavy (exert over 100 lbs of force, walk/stand routinely)

## **Environmental Conditions**

Weather (rain, snow, wind)

Extreme cold (inside, outside)

Extreme heat (inside, outside)

Confined/restricted spaces

Hazards (fumes, odors, dust, toxic chemicals, allergens, poor ventilation)

Vibrations

Extreme noises