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| **Job Description** |
| **Job Title:**  | Enrollment Services Associate  | **Location:**  | Lee Kildow Hall, Coeur d’Alene campus |
| **Department:** | Enrollment Services | **Reports To:**  | Enrollment Services Manager |
| **Division:**  | Student Services | **Pay Grade:**  | C6 |
| **FLSA Status:**  | Nonexempt |  |  |

**SUMMARY**

The primary purpose of this position is to provide front line customer service in the Enrollment Services Center, which facilitates easy access to student support services by providing comprehensive academic and enrollment support services to students, faculty, staff, and others. The Enrollment Services
Associate (ESA) plays an integral role in the recruitment and retention of students by providing admission, enrollment, advising, financial and financial aid services to students and their families, and other constituents. The ESA possesses working knowledge of FERPA to ensure information is appropriately shared, and extensive knowledge of enrollment support services and related procedures and deadlines.

# Essential Duties and Responsibilities

This list includes, but is not limited to the following:

* Serves as the front-line customer service specialist for all incoming students, parents, faculty, staff, and community members in the Enrollment Services Center, acting as a liaison between departments to resolve and ensure a smooth enrollment process.
* Provides a high level of customer service regarding general and detailed questions relating to academic and enrollment support services.
* Understands and accurately conveys information about admission, financial aid, student finance, registration and records, residency, dual credit, advising, residence hall, student life and recreation, and other campus departments and services.
* Applies personal judgement to accept, review and process incoming documents, including but not limited to consent forms, high school transcripts, sensitive verification documentation, add/drop requests, major changes, financial aid and appeals documentation.
* Educates and guides students, parents, staff and faculty through enrollment processes.
* Provides navigation training on NIC computer applications to students and community members as needed.
* Screens and routes customers and documents as appropriate.
* Responds to general questions about North Idaho College.
* Provides process support to the operational units in the Enrollment Services Center.
* Scans and links student records using document imaging and workflow software.
* Conducts document tracking and analysis.
* Reviews forms for accuracy and identifies errors, conducts follow-up and makes corrections as needed.
* Reviews and interprets documents to ensure Federal verification requirements have been satisfied.
* Sorts and reviews outgoing and incoming mail for Enrollment Services offices.
* Directs students and applicants regarding online learning systems and outreach to faculty, Division Chairs, Deans and other college officials.
* Assists with completion of FAFSA and college application, ordering transcripts, and using and navigating Self-Service portal.
* Handles incoming telephone calls, mail, and emails for the one-stop and all of the enrollment services departments, responding or routing as appropriate.
* Composes, prepares, and ensures timely responses to a variety of inquiries.
* Responds effectively to inquiries regarding enrollment policies, procedures, and services.
* Maintains a positive, helpful, constructive attitude and work relationship with supervisor, co-workers, staff, faculty, students, and the community.

### Marginal Duties

* Performs other duties as assigned.

**REQUIRED MINIMUM QUALIFICATIONS**

The requirements listed below are representative of the minimum qualifications necessary for an individual to satisfactorily perform each essential duty and be successful in the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties.

**Education and Experience**

Associates degree and two years full-time equivalent experience working in a customer relations position required, or equivalent combination of education and experience. Experience working in higher education preferred.

# Knowledge, Skills and Abilities

* Ability to succeed in a fast-paced, high-volume office environment
* Ability to learn and use multiple software systems, including student information system, customer relations management system, document imaging, workflow, and Microsoft Office
* Excellent oral and written communication skills
* Ability to act as a member of a highly-functioning team and engage effectively with colleagues across other departments
* Excellent customer service and interpersonal skills
* Attention to detail
* Ability to understand complex systems
* Ability to operate shared office equipment including phone, copier, scanner
* General understanding of higher education processes and procedures
* Ability to maintain a positive attitude

# Physical Demands and Work Environment

The physical demands and work environment described here are representative of those that must be met or are encountered by an employee in the normal course of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical requirements and environment are typical of those in a general office setting. This job involves regular sitting, standing, walking, typing, moving, lifting objects up to 10 pounds and exposure to office lighting. A wide variety of standard office equipment is continually used, including phone, copier, printer and computer.

July 2024