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| **Job Description** | | | |
| **Job Title:** | Enrollment Specialist | **Location:** | DeArmond Building |
| **Department:** | Enrollment Services | **Reports To:** | Director of Admissions and  Recruitment |
| **Division:** | Student Services | **Pay Grade:** | C07 |
| **FLSA Status:** | Nonexempt |  |  |

# SUMMARY

Under general supervision, the individual in this position serves as the central point of contact for the North Idaho Higher Education (NIHE) Enrollment Services Center. This position provides front line customer service and performs diverse administrative and support activities, including facilitating access to enrollment and student support services. This position serves as a central point of contact with other campus departments, NIHE partners, and external constituencies in the resolution of a variety of day-to- day matters. Since this position supports NIHE, the Local Operating Committee (LOC) will provide input in the annual performance evaluation process.

# Essential Duties and Responsibilities

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

* Provides a high level of customer service and expertise by maintaining a good working knowledge of programs and services offered through NIHE institutions, ensuring students are properly connected to appropriate resources.
* Educates and effectively guides students, parents, staff and faculty through enrollment processes.
* Supervises student employees by planning, assigning and directing work; assists in addressing and resolving problems.
* Oversees the Ambassador Program, including coordinating the recruiting, hiring, and onboarding processes for Ambassador positions in Enrollment Services.
* Provides administrative support, resolves and/or refers inquiries to appropriate individuals, and follows up, as needed, on operational commitments.
* Receives and responds effectively to inquiries from students, staff and/or the public regarding services.
* Schedules and coordinates campus tours, meetings, events, interviews, appointments, and other activities, which may include coordinating travel and lodging arrangements.
* Reconciles accounts and information as required, ensures accuracy, and resolves problems.
* Supports NIC enrollment and recruitment activities, as needed.
* Maintains a positive, helpful, constructive attitude and work relationship with supervisor, college staff, students, and the community.
* Supports the NIHE Enrollment Services Center through the following:
  + Maintains archive of NIHE records, including budgets, official reports and marketing/branding logos.
  + Maintains and updates the NIHE website in cooperation with the Recruitment Task Force (RTF); updates and maintains DeArmond building monitors.
  + Attends and participates in NIHE Local Operation Committee (LOC) meetings. Records, distributes and archives meeting minutes.
  + Maintains regular communication with the NIHE Chair.
  + Serves as the Recruitment Task Force Committee (RTF) Chair. May assist in or contribute to the planning, coordination, development and implementation of long-range goals and objectives for RTF.
  + Oversees and updates shared NIHE Student Service Center Outlook calendar for reserving conference rooms and coordinating front coverage.
  + May represents the NIHE consortium at various college and community outreach recruitment events.
  + Assists with DeArmond facility and Informational Technology HelpDesk requests, and is the liaison to other NIC departments when addressing building issues.

# Marginal Duties

* Serves as backup and support for front-line NIHE staff.
* 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

Associate’s degree or Applied Associate’s degree or certification from a two-year college or professional/technical school or program and a minimum of 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 or with student information and record systems preferred.

# Knowledge, Skills and Abilities

* Exceptional customer service and interpersonal skills.
* Strong attention to detail.
* Ability to learn and use various software, including student information, customer relations management, and document imaging systems.
* Adept in using Microsoft Windows and Office applications.
* Excellent written and verbal communication skills.
* Ability to operate standard office equipment including phone, copier and scanner.

# 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.

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