



POSITION ANNOUNCEMENT

Enrollment Specialist

Applications are being accepted for an Enrollment Specialist. The Enrollment Specialist position is responsible for providing admissions counseling and enrollment services to incoming transfer and new students. In addition, the position provides detailed information regarding the enrollment process, assists with barriers, and is an advocate for the student's needs. This position receives referrals from recruiters for students with specific enrollment related needs and transitions the student to their academic advisor.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Bachelor's degree in a teaching discipline, counseling/student services or closely related field required.

Necessary Knowledge, Skills, and Abilities:

- Provide, encourage, and ensure exemplary customer service.
- Ability to multi-task, identify priorities and maintain attention to details.
- Excellent computer skills as appropriate for the area as well as having the ability to update skills based on new computer technology. This includes proficiency in the Microsoft Office Suites programs.
- Ability to learn divisional terminology, programs and their requirements.
- Interpersonal skills as well as oral and written communication skills appropriate to this position is required.
- Interpret and analyze appropriate correspondence, documentation, instructions, rules and guidelines.
- Ability to maintain confidentiality and understand FERPA.

A complete job description is attached.

Interested candidates should submit an application, cover letter, and updated resume in Word or PDF format, to careers@northweststate.edu using subject line "Enrollment Specialist"

For a complete listing of current Employment Opportunities, visit www.northweststate.edu and click on "Careers at NSCC."

Office of Human Resources
Northwest State Community College
22600 State Route 34
Archbold, OH 43502
EOE M/F/D/V

In accordance with the Americans with Disabilities Act, it is the policy of Northwest State Community College to provide reasonable accommodations to persons with disabilities. When contacted for an interview, an applicant who requires special accommodations due to a disability should notify the Human Resources office at the time he/she is contacted so that proper arrangements can be made for the interview.

Posted: 3/19/2019



POSITION TITLE: Enrollment Specialist

DEPARTMENT: Admissions

SUPERVISOR: Director of Admissions

GRADE LEVEL: 12 Month Professional Specialist, Professional Unit

GENERAL PURPOSE

The Enrollment Specialist position is responsible for providing admissions counseling and enrollment services to incoming transfer and new students. In addition, the position provides detailed information regarding the enrollment process, assists with barriers, and is an advocate for the student's needs. This position receives referrals from recruiters for students with specific enrollment related needs and transitions the student to their academic advisor.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Provide effective, efficient, empathetic, and professional assistance to newly admitted students.
2. Recognize circumstances and refer students to appropriate campus resources including financial aid, advising, registrar, business office, accommodations, career services, veteran services, academic divisions and student success center.
3. Tracking and reporting of student progress through the admissions process to prepare for student registration.
4. Identify and troubleshoot barriers to help students complete all steps of the enrollment processes accurately and timely (application, SOAR, OLR, Accuplacer testing, transcript reviews).
5. Serve as the liaison between admissions recruiters and academic advisors to ensure successful student enrollment and to meet enrollment goals.
6. Facilitates dual admission processes between NSCC and four-year partner institutions.
7. Serve as the student point of contact, when recruiters are in the field.
8. Efficiently utilize computer software and resource documentation to provide information.
9. Communicate admission policies and processes to community, students, and staff.
10. Collaborate and perform functions and activities related to admissions including communications (incoming and outgoing calls, emails, and mail).
11. Assist with administration of Accuplacer testing and other placement assessments.
12. Assist the Admissions Department with events on and off campus as needed.
13. Other similar duties as assigned.

QUALIFICATIONS

Education and Experience:

- Bachelor's degree in a teaching discipline, counseling/student services or closely related field required.

Necessary Knowledge, Skills, and Abilities:

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- Ability to multi-task, identify priorities and maintain attention to details.
- Excellent computer skills as appropriate for the area as well as having the ability to update skills based on new computer technology. This includes proficiency in the Microsoft Office Suites programs.
- Ability to learn divisional terminology, programs and their requirements.
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SUPERVISION EXERCISED

None

RESPONSIBILITY FOR PUBLIC CONTACT

Works with new students, internal departments, external agencies, faculty and staff.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.