

CLASS TITLE: ENROLLMENT SERVICES REPRESENTATIVE

Class Code: 02454600

Pay Grade: 15A

EO Code: F

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To provide high level Enrollment Services clerical support; to troubleshoot problems and resolve questions involving the Student Financial Aid, Registrar's and Bursar's areas; to provide information on a wide variety of Enrollment Services questions and subjects, including the maintenance of student financial and employment records; to perform complex word processing and data entry functions, using word processing, database and spreadsheet software.

SUPERVISION RECEIVED: Works under general supervision of a superior, with some latitude for the exercise of independent judgement; work is monitored, and reviewed in process and upon completion for accuracy and adherence to desired objectives.

SUPERVISION EXERCISED: As required, may supervise the work of a small group of Enrollment Services support staff.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To research and respond to Enrollment Services requests (both in-person and telephone) concerning, but not limited to, registration and records, student financial assistance and employment, billing and collections.

To collect payments, including checks for confirmation deposits, housing deposits and outside loans and scholarships.

To record Enrollment Services transactions in books of original entry and to post to ledger accounts from receipt, disbursement, expense, and appropriation records according to established account classifications.

To reconcile Enrollment Services' records with those of the University's General Accounting Office and/or Grant and Research Accounting Office in order to assure complete agreement of records of disbursements, receipts, outstanding orders, and balances.

To process transcript requests, payroll authorization forms, promissory notes, and verifications of enrollment.

To review financial aid applications for completeness, requesting missing information when necessary.

To respond to verbal, in-person and written requests, and troubleshoot and resolve problems directly related to Enrollment Services.

To disseminate information concerning fee schedules, payment plans, fee waivers, sanctions and refunds, and to assist in the dissemination of Enrollment Services printed materials and correspondence.

To perform complex word processing, database spread sheet functions.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A familiarity with the broad range of principles, practices and techniques associated with enrollment services and computer systems used to support enrollment services; a working knowledge of the principles and practices of bookkeeping; ability to perform complex tabulations and arithmetical computations, to accurately count and disburse money, and to perform word processing database and spreadsheet functions with speed and accuracy*; ability to deal courteously with customers.

EDUCATION AND EXPERIENCE:

EDUCATION: Such as may have been gained through; graduation from a senior high school, including or supplemented by completion of courses in commercial math; and

EXPERIENCE: Such as may have been gained through; employment involving enrollment service practices, including the procedures and practices used in handling and accounting for the receipt and disbursement of monies; customer service; and use of word processing database and spreadsheet software.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

*Note: 40 net WPM – 5 minutes

Class Created: November 19, 2000

Editorial Review: 3/15/03