Job Description

Job Title: Enrollment Services Associate

Department: Enrollment Services - Office of Financial Aid and Office of the Registrar

Job Category/FLSA Status: Part-Time / Non-Exempt

Accountability: Executive Director of Enrollment Services, Senior Financial Aid Advisor and Registrar

Authority: None

Position Description:
The Enrollment Services Associate will support the overall functions of the Office of Financial Aid and Office of the Registrar by providing customer service to students and processing of information consistent with College’s regulatory and accreditation standards in support of the College’s mission.

Major/Essential Functions:
- Provide timely, accurate and detailed support services to Office of Financial Aid staff and Office of the Registrar staff as it relates to processing financial aid, scholarships and account information for new, transfer and currently enrolled students, transcript request, and data entry.
- Deliver quality customer support to students, parents and other customers of all areas within Enrollment Services.

Duties/Responsibilities:

Office of Financial Aid
- Download Institutional Student Information Report (ISIR) and review, to identify additional items that are needed for processing.
- Update student information system with appropriate data
- Ensure that each submitted Institutional Student Information Report (ISIR) receives an e-mail response
- Review the financial aid reports provided by the processing team for each student and ensure the data is correct in the student information system
- Assist the financial aid advisors and processing team with contacting students to obtain missing documents required to complete their file.
- Review and comply with College and operational policies and procedures as it relates to regulations and guidelines for all new, transfer, readmits, continuing, and currently enrolled students.
- Update student files when new academic credentials and documents are received.
- Answers, screens and routes calls to the appropriate staff within the office after reviewing the caller’s needs.
- Provide outstanding customer service to prospects, applicants, current students, and all others, both in person and on the telephone.
- Assist in maintaining all documentation necessary for successful audit of financial and financial aid student files.
- Assist in reviewing and maintaining “Holds” for students who are not in good standing with the Office of Financial Aid.

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• Confirms award disbursements within student database system
• Perform routine clerical work as needed, such as copying, faxing, filing, returning calls, etc.

Office of the Registrar
• Assist in maintaining complete and accurate information on all students (US citizens and non-US citizens) in compliance with mandatory legal policy.
• Assist with special projects, such as compiling information for reports and surveys, along with preparing reports and surveys for presentation
• Answers, screens and routes calls to the appropriate staff within the office after reviewing the caller’s needs.
• Provide outstanding customer service to prospects, applicants, current students, and all others, both in person and on the telephone.
• Assist in maintaining all documentation necessary for successful audit of student files.
• Perform routine clerical work as needed, such as copying, faxing, filing, returning calls, etc.
• Review and comply with College and operational policies and procedures as it relates to regulations and guidelines for all new, transfer, readmits, continuing, and currently enrolled students.
• Assist the Office of the Registrar with student statistical data, mailing notices of excessive absences, drops, withdrawals, and other retention activities.
• Assist in reviewing and maintaining “Holds” for students who are not in good standing with the Office of the Registrar.
• Ensure compliance with the Family Education Rights and Privacy Act (FERPA) as it relates to the assigned areas of responsibility.
• Assist in providing front desk coverage in all enrollment and student services department, as needed.
• Perform related duties as assigned.

Qualifications:

Required:
• High school degree or GED with some customer service.
• Be a committed Christian and in good standing with a local church.
• Be in complete agreement with the doctrinal position of the college and able to sign its doctrinal statement without reservation.

Preferred:
• High school degree or its equivalent and 1 year of related experience
• Excellent bilingual skills in English and Spanish. (speak, read, and write)
• Experience in the utilization of a student information system,

Equipment/Skills/Knowledge needed to perform job (i.e., vehicle, MS Word, License, etc.):
• Proficiency in the use of database software, Microsoft Office, Excel, Power Point, Internet, and Outlook a plus.
• Ability to learn and apply CBS policies and procedures.
• Ability to learn student information system.
• Ability to learn to meet goals and deadlines.
• Ability to learn to respond tactfully in all situations.
• Ability to learn to follow-up and be detail oriented.
• Ability to learn to demonstrate independence, initiative, and motivation.
• Ability to learn to manage multiple activities simultaneously.
• Ability to learn to maintain confidentiality of records and information.
• Ability to learn to effectively communicate, both verbally and written, with individuals and groups.
• Ability to learn to work cooperatively as a team member.
• Ability to learn to interact in an effective and appropriate manner with diverse populations, the college community, and the public.
• Ability to learn to evaluate and process records and documents.
• Ability to learn to accurately maintain student files.
• Ability to learn to add, subtract, multiply and divide in all units of measure, using whole numbers, common factors, and decimals.
• Ability to learn to calculate figure and amounts such as interest.
• Ability to learn to apply common sense understanding to carry out instructions in written, oral or diagram form.
• Ability to learn to deal with problems involving several concrete variables in standardized situations.
• Ability to learn excellent telephone etiquette and communication skills.
• Ability to learn strong customer service orientation, strong interpersonal skills and commitment to providing outstanding student service.

Measurable Expectations/Fiscal Responsibilities (i.e., quarterly reports, annual events, etc.):
• Process, maintain and submit accurate and timely requested student informational data as required and directed.
• Completion of financial or financial aid transactions accurately and timely.
• Meeting special and specified targeted assignments.
• All additional measurements of expectation and performance will be designed, documented and implemented as deemed appropriate to this position.

Mobility/Physical Demands:
• Employee must sit, stand and walk.
• Employee must talk and listen via face-to-face contact and telephone.
• Employee may be required to lift and/or move up to 10 pounds.

Working Conditions/Environment (i.e., necessary travel, unusual hours, etc.):
• Typical office environment
• Ability to work evening and weekends as needed in support of enrollment and student services activities.

Security Sensitive: Yes

Statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, this job description does not establish a contract for employment and is subject to change at the discretion of CBS.

Believing that God values and calls men and women from every language, people and nation into His kingdom, CBS is committed to cultivating and maintaining an ethnically diverse educational and work environment that motivates and retains God’s chosen individuals. CBS does not discriminate on the basis of race, gender, color, age, national or ethnic origin, veteran, marital status, or physical or mental disability in the administration of its employment policies except as such conditions may constitute bona fide occupational or assignment limitation.