

Job Description

Job Title: Enrollment Services Associate

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

Job Category/ FLSA Status: Registrar / Non-exempt

Accountability: Director, Enrollment and Student Services

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 the 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 requests, and data entry.
- Assist with student file evaluations, National Student Clearinghouse reporting, and student file/records maintenance.
- Deliver quality customer support to students, parents and other customers of all areas within the Office of The Registrar.
- Ensures compliance with the Family Education Rights and Privacy Acts (FERPA) as it relates to the assigned areas of responsibility.

Duties/Responsibilities:

Office of Financial Aid

- Downloads Institutional Student Information Report (ISIR) and review, to identify additional items that are needed for processing.
- Updates student information system with appropriate data.
- Ensures that each submitted Institutional Student Information Report (ISIR) receives an e-mail response.
- Reviews the financial aid reports provided by the processing team for each student and ensure the data is correct in the student information system.
- Adds email activities and holds in systems where students have not completed their Master Promissory Notes and/or other items required for distribution of Title IV funding.
- Assists the financial aid advisors and processing team with contacting students to obtain missing documents required to complete their file.
- Assists with Title IV entrance and exit counseling requirements.
- Assists students with MyFA issues.
- Assists with the distribution of billing statements each semester and enter activities into Sonis.
- Reviews and complies with College and operational policies and procedures as it relates to regulations and guidelines for all new, transfer, readmits, continuing, and currently enrolled students.
- Learns AppStat Tracker Report and follows up with students.
- Updates 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.
- Assists in maintaining all documentation necessary for successful audit of financial and financial aid student files.
- Assists in reviewing and maintaining "Holds" for students who are not in good standing with the Office of Financial Aid.
- Confirms award disbursements within student database system.
- Performs routine clerical work as needed, such as copying, faxing, filing, returning calls, etc.
- Perform related duties as required.

Office of the Registrar

- Assists in maintaining complete and accurate information on all students in Sonis and in hard files (US citizens and non-US citizens) in compliance with mandatory legal policy.
- Assists with file evaluation processes and entries into Sonis.
- Assists with transcript and enrollment verification processing.
- Assists with entering courses, schedules, and instructors into Sonis each semester.
- Assists with submitting National Student Clearinghouse report submissions and correcting student errors as needed.
- Answers, screens and routes calls to the appropriate staff within the office after reviewing the caller's needs.
- Assists students and stakeholders at the OTR front desk directing to appropriate service areas and staff as needed
- Assists in maintaining all documentation necessary for successful audit of student files.
- Assists the Office of the Registrar with student statistical data and entering activities, holds, and other notes as needed into SIS
- Assists in reviewing and maintaining "Holds" for students who are not in good standing with the Office of the Registrar.
- Reviews 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.
- Performs routine clerical work as needed, such as copying, faxing, filing, returning calls, expense report completion for the Registrar, etc.
- Performs related duties as required.

Qualifications:

Required:

- High School degree or the equivalent and 1 to 2 years of related experience.
- Bilingual in English and Spanish (speak, read, and write)
- 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:

- Associates degree or its equivalent and 1 year of related experience, including experience in college administration support.
- Experience in the utilization of a student information system.

Equipment/Skills/Knowledge needed to perform job (i.e., vehicle, MS Word, License, etc.):

- Knowledge of FERPA and other applicable laws.
- Proficiency in Microsoft Office Business desktop tools to include Word, Excel, PowerPoint, Outlook, as well as electronic communications such as e-mail, calendars, etc.

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to learn various software and systems as required by the college or service providers.
- Ability to write routine reports and correspondence.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- 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 evaluate and process records and documents, and maintain filing system.
- Ability to learn to accurately maintain student files.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- 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:

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.

- 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, sex, 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.