

ENROLLMENT SUCCESS SPECIALIST
(Classified Bargaining Unit)
(Range 33)

DEFINITION

Under general supervision of a Dean, Director or Associate Director, assist with all components of matriculation including, but not limited to outreach, admissions, orientation, placement, registration, and follow-up activities. This assignment may include work and activities at any of the San Luis Obispo Community College District instructional sites, as well as participation in outreach activities, support for distance education students, and the development of comparable online materials.

DISTINGUISHING CHARACTERISTICS

The Enrollment Success Specialist+ position is distinguished from other positions in that it performs a variety of specialized duties regarding services for prospective, new, continuing, and returning students. Incumbents are expected to deliver information and services related to a wide variety of student support programs with the ability to work under a minimum of supervision.

The incumbent in this position supports institutional effectiveness and student learning outcomes by effectively assisting the public, community partners, and students via outreach and matriculation services.

ESSENTIAL FUNCTIONS

- Assist in planning, coordinating, implementing, and evaluating student activities such as outreach events, orientations, and workshops;
- Disseminate information regarding college programs, course offerings, registration, support services, transfer information, and college policies and procedures;
- Assist student in completion of applications (e.g. admissions, scholarships, etc.) and guide/support students to begin completion of FAFSA/Dream Act application;
- Serve as a central point of contact for the college with general knowledge to answer a variety of questions in various formats (e.g. written, telephone, and face-to-face)
- Act as a lead with high school liaisons, pathway coordinators, and community partners to ensure that students have a meaningful and barrier-free pathway to college through admissions, placement, orientation, educational planning, and registration;
- Implement an effective communication linkage with each of the District high schools and assist with the visitation of high school students on campus;
- Interpret and apply admission and registration rules, regulations, and policies;
- Receive, verify, and enter admission and registration forms into student information system;
- Assist students, staff and the public in understanding California residency requirements;
- Verify residency requirements of entering students including applying non-resident and international student regulations, determine and send appropriate forms;
- Schedule student appointments;
- Accurately receive, secure, and transmit monies;
- Identify, provide support, and monitor the completion and success of high-need student populations;
- Serve as contact for distance education students to facilitate the completion of matriculation and success activities;

- Advise students of student judicial processes;
- Possess proficiency in an integrated software system to enter and extract student data and research student information as needed;
- Interpret and apply policies, procedures, and practices of the District with sound judgment;
- Learn and effectively implement emergency procedures for the site;
- Assist and/or train student and hourly employees;
- Analyze situations accurately and make judgments without immediate supervision;
- Communicate effectively orally and in writing;
- Perform other related duties as required.

QUALIFICATIONS

Education:

Required

- Associate Degree;

Preferred

- Bachelor's Degree;
- Completion of courses in human services, sociology, psychology, education, or closely related fields.

Experience:

Preferred

- Two years of experience in a student support position in a high school or community college setting.

Knowledge of:

- Matriculation principles and procedures used in California Community College programs, including, but not limited to, access, orientation, assessment, counseling/advising, academic standing, follow-up, and research/evaluation;
- Objectives of student equity mandates;
- Current technologies, personal computer, and associated office software such as word processing, spreadsheet, presentation, and/or database software;
- Correct usage of English, grammar, spelling, punctuation, and vocabulary; and
- District policies and procedures.

Ability to:

- Establish and maintain cooperative working relationships with those contacted in the performance of duties; and
- Demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of staff and students and of staff and students with physical and learning disabilities.

Physical ability to:

- Read and comprehend printed matter and text and data on computer monitors;
- Communicate intelligibly and effectively via speech, telephone, written correspondence, and/or email;
- Sit or stand for extended periods of time;
- Lift and/or carry 25 pounds; and
- Exert manual dexterity sufficient for keyboard and other office equipment operation.

License and Certificates (current within the last year):

Required

- Valid driver's license and eligible to obtain California driver's license upon hire.

CCCUE Approval: 01/25/2019

Board of Trustees Approval: 02/06/2019