



Prescott College

Position Description Enrollment Specialist Transcripts and Transfer Credit

Summary

The primary role of this position is to provide support in maintaining student records. Specialists collaborate with employees across the college to ensure proactive support throughout the student life cycle. Specialists provide quality service by creating and maintaining a culture that is built around initiatives that lessen student run-around and focus on meeting the needs and demands of diverse student populations. Specialists maximize the use of technology and interpersonal skills to help build relationships, provide answers to questions and focus on improved outcomes.

Duties and Responsibilities:

- Provide support for class registration and completion of required forms. Coordinate with Financial Aid and Student Billing to provide complete answers to student's questions. Provide proactive outreach to keep students on track for completion.
- Create, maintain and process student records and enrollment status according to college policy and procedure
- Manage and respond to general phone, mail, email, chat and walk in inquiries for Registrar's Office. Triage, answer and/or escalate issues for all students
 - Assess and escalate questions or concerns to appropriate college or outside
- Maintain frequent contact with students via phone, text, email, social media, in person
- Evaluate transcripts for transfer credit and enter into Student Information System
- Create comprehensive, routine, on-going communications to students
- Assist with new student orientation, enrollments and recruiting events. Assist with continuing student enrollment events.
- Collaborate with the campus community, including faculty, administrators and college partners on students' success. Provide support to faculty and students with on-line processes, web site navigation and e-form completion, and self-service navigation for on-line grading and registration.
- Keep informed of policies and policy changes; provide feedback on areas that need policy clarification and/or development

Supervisory Responsibilities:

- Hire, train and manage work study students to provide support and outreach
- Train student workers on policies, procedures, databases and related software
- Prepare, and keep up-to-date, process documentation

Experience and Qualifications:

- Bachelor's degree
- Strong communication skills when working with individuals, groups, and conflict resolution



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- Minimum 2 years' experience in customer service with diverse populations
- Minimum 2 years' experience with in higher education with a specific focus on working directly with students preferred
- The successful candidate will become knowledgeable of the college's academic requirements as well as resources available to student
- Excellent customer service, interpersonal and communication skills
- Ability to critically evaluate information and adhere to business rules
- Exceptional organizational skills and attention to detail required
- Able to manage repetitive tasks and stay engaged
- Must be a good listener and must be empathetic to student needs
- Hands-on experience with an integrated student information system in a higher education environment is highly preferred
- Must be computer proficient with experience in Word, Excel and Google
- Demonstrated ability to work in a challenging environment with changing priorities and technologies
- Creative problem-solving skills
- Ability to plan and manage multiple tasks and projects of various sizes and complexities simultaneously
- Ability to adapt to ever-changing tasks and duties