

	SALARY	ISSUED: 05/2011
TITLE: Enrollment Services Specialist _____	SCHEDULE: <u> B </u>	CLASS
	SALARY	CODE: <u> PE353 </u>
UNION: <u> P&A, Local 1079, U.A.W. </u>	GRADE: <u> 12 </u>	EEO
	FLSA: <u> Exempt </u>	CODE: <u> 30 </u>
		E-CLASS: <u> PE </u>

POSITION PURPOSE

Provide analysis and reports on data designed to improve the graduate student recruitment and admissions processes. Serve as a consultant to students and management on system use and data interpretation.

ESSENTIAL JOB FUNCTIONS

- Collect, create, test and manipulate data in the customized graduate admissions application, ALeRT and Customer Relationship software to assure data integrity and enhance admissions decisions. Coordinate external and internal business partners to obtain required data and documentation.
- Prepare reports and make presentations regarding data analysis and process efficiency. Identify target markets and develop appropriate messaging.
- Participate in the development and execution of project, recruitment and yield plans designed to increase graduate student enrollment.
- Serve as consultant to system and data users. Assist with technical problems, data interpretation, data fulfillment and application and admissions issues.
- Respond to inquiries from applicants to assist with data triggers required to complete the application and admissions processes.
- Develop and maintain collaborative working relationships with other university schools and colleges to maximize system utilization and efficiency.
- May be required to supervise a small staff of part time support personnel.
- Perform related work as assigned.

ADDITIONAL COMMENTS

This classification is designed to collect, analyze and manipulate data in graduate admissions information systems.

MINIMUM QUALIFICATIONS

- Graduation from an accredited college or university or an equivalent combination of education and/or experience.
- Two years previous experience in providing customer service, preferably in an educational setting.

- Demonstrated history of superior customer service skills and ability to manage difficult customer situations.
- Strong organizational skills and attention to detail.
- Ability to communicate effectively orally and in writing. Demonstrates active listening skills, and the ability to clarify students' concerns and respond appropriately to sensitive inquiries or complaints
- Experience working with a web-based student information system and experience navigating websites to locate information.
- Excellent customer service skills and ability to manage difficult or emotional customer situations.
- Ability to work effectively in a fast-paced environment, both in person and on the telephone.
- Ability to analyze financial or other quantitative data and communicate the information accurately to customers.
- Ability to review forms for accuracy.