

College of the Redwoods

Position Description

Position: Enrollment Services Advisor	Position Number:
Department: Enrollment Services	FSLA: Non-exempt
Reports to: Director, Enrollment Services & Financial Aid	Salary Grade: 120

Summary

Under the direction of the Director, Enrollment Services & Financial Aid, the Enrollment Services Advisor (ESA) assists students with completing the complex admissions, enrollment and financial aid processes. The ESA coordinates and organizes events, workshops, and campus activities to support student persistence and retention from application through graduation.

Essential Duties and Responsibilities

- Assist in planning and implementing all phases of outreach.
- Coordinate proactive outreach to students completing the admissions process.
- Assist students with the technical and complex processes related to admissions and financial aid.
- Advise and assist students in understanding the requirements for all enrollment services related processes including residency, financial aid applications and appeals.
- Develop onboarding and retention related workshops and presentations.
- Assist students with Financial Aid options who are at risk of being placed on Academic Probation and Dismissal and unsatisfactory SAP
- Participate in high school recruitment and retention activities.
- Make referrals to campus and community resources.
- Collect data to identify areas of improvement in the application areas of admissions and financial aid.
- Suggest programmatic and policy changes based off of research findings.
- Contribute to the program review process and to the identification, analysis, and assessment of student learning outcomes.
- Coordinate efforts related to applied but not enrolled campaigns.
- Maintain up-to-date knowledge of the College's and department's regulations, policies, procedures and automated systems that guide or support the department.
- Advises students/parents on enrollment services related matters.
- Perform other related duties as assigned to meet the overall mission of the department.

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Enrollment Services Advisor

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Qualifications

▪ Knowledge and Skills

- Promote use and access of information for assessment and decision-making.
- Strong interpersonal, oral and written communication skills.
- Knowledge of complex principles and procedures of the Enrollment Services office.
- Problem solving and analytical skills, and in-depth knowledge of the work flow requirements for the assigned area.
- Understanding of student support services including, EOPS, counseling/advising, disabled student programs, transfer, career development/employment, testing, and tutoring.
- Knowledge of proper English usage, grammar, spelling, and punctuation.
- Must be highly skilled in using various standard office machines, including computers and word processing and spreadsheet applications.
- Familiarity with presentation software
- Knowledge of different learning styles and the implications of these styles when attempting to convey complex policy information to students.

▪ Abilities

Ability to :

- Communicate effectively both orally and in writing.
- Collaborate effectively with college departments and cross-functional teams.
- Lead discussions and make presentations to large and small groups.
- Demonstrate initiative, creativity, team work, conflict resolution/decision making skills.
- Organize, retrieve, manage and present large amounts of informational details about college programs and processes.
- Demonstrate sensitivity to the needs and concerns of a diverse college population.
- Prioritize assignments and carry projects to completion.
- Work well under pressure; learn quickly.
- Maintain a flexible schedule with some evening and weekend shifts.
- Utilize a variety of computer software, including college data systems and internet.

▪ Physical Abilities

Requires ambulatory skills to retrieve work materials and files; to stand or sit at a counter for extended periods of time. Requires sufficient arm, hand, finger dexterity in order to operate keyboard, typewriter and other office equipment. Requires visual acuity to read words and numbers. Requires auditory ability to

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carry on conversations with individuals and small groups in person and over the phone.

- **Education and Experience**

The position requires an Associate's degree plus 2 years work experience in a student services related field, preferably in a community college setting. Additional relevant work experience may substitute for education. Additional higher education may substitute for some experience.

- **Licenses and Certificates**

Valid driver's license.