

# Job Description

Position Title: Enrollment Advisor

Job Group: Student Services

Job Level Group: Support Senior

FLSA Status: Non-Exempt

## Position Summary:

The Enrollment Advisor serves as a resource for students navigating Pima Community College. This position responds to student inquiries via telephone, email, walk-ins, appointments, and virtually to guide students through the enrollment funnel. The areas of information include, but are not limited to: admissions, advising, assessment and testing, career services, financial aid, graduation services, new student orientation, registration, student self-service, virtual services, veteran's services, welcome desk, assisting students, employees and the public with providing advising, admissions, and registration information.

## Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Serves assigned student caseload to proactively reach out to newly admitted students and help them through the Enrollment Funnel.
2. Monitors and answers student inquiries via media platforms and PCC online services. Responds via email and phone to variety of students' questions and inquiries.
3. Researches and resolves student services complaints and concerns. Answers a variety of general inquiries and requests. Makes independent determinations and recommendations to students in accordance with guidelines prescribed by Student Affairs.
4. Advises students on policies; procedures and processes pertaining to multiple functional areas, and targeted academic programs or student populations which include but are not limited to: academic advising, admissions/selective admissions, placement/testing; career services, general financial aid; general information regarding international student services, new student orientation; registration; retention of developmental education students, assisting students at self-service stations and with general information regarding veterans services..
5. Navigates students through the Pima platforms, including MyPima, MyDegreePlan, and the Pima website; guides students in successful use of platforms. Trains and assists students to navigate the student portal and online student services processes.
6. Serves as a resource for students in completing various forms and applications; helps students stay in compliance with college policies and procedures; and maintains confidential student records in compliance with Family Educational Rights and Privacy Act (FERPA).
7. Makes decisions or recommendations according to guidelines for financial aid and advising, evaluates unofficial academic transcripts and assists with initial degree plans, and prioritizes student service requests

8. Maintains up-to-date knowledge of technology in order to deliver services to future and current students. Utilizes student management software daily such as shared inboxes and same-day call-back services. Participates in professional development and training as needed.
9. Participates in transfer fairs, career fairs, additional projects or activities including training. Facilitates workshops. Recruits with local high schools, dual enrollment programs, and industry partners to support collaboration and integration of technology and experiential learning.
10. Implements department operational procedures, forms, and processes in coordination with the District Office specifications and other campus departments.
11. Trains, assists, and mentors incoming student workers and staff in the enrollment processes.
12. Makes recommendations for process changes and improvements; prepares reports and conducts data collection.
13. Performs all other duties and responsibilities as assigned or directed by the supervisor.

### **Knowledge, Skills, and Abilities:**

1. Knowledge of administrative procedures and practices.
2. Knowledge of internal and external customer service principles and practices.
3. Knowledge of regulatory compliance principles and practices.
4. Skill in effective communication (both written and oral).
5. Skill in performing a variety of duties, often changing from one task to another of a different nature.
6. Skill in positive, productive and flexible customer service.
7. Skill in analyzing data and drawing conclusions.
8. Ability to apply effective and accurate data entry and typing skills.
9. Ability to develop and maintain effective and positive working relationships.
10. Ability to operate relevant equipment required to complete assigned responsibilities for the position.

### **Supervision:**

- Not responsible for supervising the work of others.

### **Independence of Action:**

- Work progress is monitored by supervisor; employee follows precedents and procedures, and may set priorities and organize work within general guidelines established by supervisor.

## Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Student Success: Allows the opportunity to support student success as well as improve access and retention.

## Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- High School Diploma or GED required
  - Bachelor's degree in related field required.
  - One (1) to Three (3) years of related experience.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

## Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

## Special Conditions of Employment:

- Some evening or weekend work hours.
- Pre-employment Background Check Required.
- DMV Check/Current and Valid AZ Driver's License