

Job Description

Position Title: Enrollment & Advising Liaison

Job Group: Student Services

Job Level Group: Professional Intermediate

FLSA Status: Exempt

Position Summary:

The Enrollment & Advising Liaison serves as the campus liaison between the Student Services Enrollment Advising, and other departments. Solves and identifies systemic issues for enrollment. Assigns student enrollment cases to enrollment staff. Serves as campus lead for reviewing and processing student enrollment cases.

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 as liaison between Student Affairs Supervisor and Enrollment Advisors. Identifies issues independently to make decisions and problem-solve cases impacting student enrollment.
2. Assists with development, implementation, evaluation, facilitation, and oversight of Student Services program goals, objectives, and activities.
3. Coordinates staff workload: may assist with prioritizing and assigning work; ensuring staff is trained. Assigns weekly staff schedule and adjusts as needed based on staff annual/sick leave.
4. Provides direct service to students via email, phone, and video chat regarding the enrollment funnel which includes: admission, placements, course registration, academic programs, and college policies, and procedures.
5. Provides academic advising and caseload management for student caseload of Undeclared and Undecided students.
6. Responds to requests for Information in an assigned program area from faculty, staff, students, businesses, agencies, local schools, and the community.
7. Provides support for staff on processes and procedures. Ensures compliance with departmental and college policies and procedures.
8. Maintain confidentiality and ensures protected information is kept secure in accordance with policies and applicable regulations.
9. Maintains positive working relationships with college business partners such as Financial Aid, Accounts Receivable Services, Registrar, Outreach/Recruiters, Information Technology Services, and Curriculum and Quality Improvement and any other assigned department.
10. Acts as primary liaison with third party community and employer partnerships.
11. Provides support for staff in the absence of department supervisor.

12. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of regulatory compliance principles and practices as well as District policies and procedures.
2. Knowledge of administrative procedures and practices.
3. Knowledge of internal and external customer service principles and practices.
4. Skill in effective communication (both written and oral).
5. Skill in problem solving.
6. Skill in project management principles, processes, and techniques.
7. Ability to develop and maintain effective and positive working relationships.
8. Ability to operate relevant equipment required to complete assigned responsibilities for the position.

Supervision:

- Provides lead work, advises and/or guides students. May organize, set priorities, schedule and review work, may interview and make recommendations on hiring, and provide input into performance reviews. May guide work of others who perform essentially the same work. Does not have responsibility for terminations or making pay decisions.

Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

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.

- Bachelor's degree in a closely related field of study required.
- One (1) to three (3) years of related experience required.
- Three (3) to five (5) years of related experience preferred.

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 and weekend work hours required
- Pre-employment Background Check Required