**Enrollment Services Advisor I Standard Job Description**

**Classification Title:** Enrollment Services Advisor I

**FLSA Exemption Status:** Exempt

**Pay Grade:** 8

**Job Description Summary:**

The Enrollment Services Advisor, under general supervision, helps prospective, current, and former students with their enrollment service needs. Advices students in the areas of financial aid, international services, business services, registration, enrollment, and admissions. Facilitates workshops, informational sessions, recruiting events, and other enrollment service activities.

**Essential Duties and Tasks:**

**50%: Advising**

* Advises and counsels students and prospective students on resolving their educational questions and concerns including, but not limited to financial matters involving, scholarships, financial aid, international services, business services, registration, enrollment, admissions, and veterans’ benefits.
* Guides students and prospective students to appropriate resources and triages questions to appropriate home office.
* Communicates with current and prospective students via in-person meetings, video conferences, teleconference, email, chat messages, etc.
* Reports any concerns to supervisor.
* Learns to assist with prospective students in their admissions and enrollment process

**20%: Procedure and Documentation**

* Maintains knowledge of TAMU policies and procedures, as well as knowledge of current federal, state, and institutional policies, procedures and regulations pertaining to enrollment and academic services specialty.
* Provides information and advises departments and external agencies on TAMU policies and procedures for enrollment and academic services activities.
* Prepares documents and correspondence for internal and external agencies.
* Maintains program records and databases.
* Maintains academic records and databases.

**10%: Programs**

* Plans, develops, and implements programs, events, and activities to recruit and/or educate current and prospective students, parents, departments, or external agencies.
* Responds to inquiries about program, events, and seminars, and workshop offerings.
* Delivers informational workshops, trainings, and seminars on specialized topics under enrollment and academic services.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Required Education and Experience:**

* Bachelor's degree or equivalent combination of education and experience.
* Four months of student worker, customer service or related experience.

**Required Licenses and Certifications:**

* None

**Required Knowledge, Skills, and Abilities:**

* Must be literate in the English language and able to comprehend, give, and follow both written and verbal instructions.
* Working knowledge of spreadsheet, word processing, database, and presentation applications.
* Verbal and written communication skills.
* Customer service skills, interpersonal skills, and detail oriented.
* Ability to work individually and collaboratively as a team.
* Ability to organize and make decisions.
* Ability to comprehend and communicate technical information effectively and diplomatically.
* Ability to work well under pressure.
* Ability to use tact, diplomacy, and judgment in dealing with all customers.
* Ability to meet deadlines and maintain a high level of accuracy, professionalism, and a customer service orientation.
* Ability to multitask and work cooperatively with others.

**Machines and Equipment:**

* Computer
* Telephone
* Copier
* Fax
* Calculator

**Physical Requirements:**

* None

**Other Requirements and Factors:**

* This position is security sensitive.
* This position requires compliance with state and federal laws/codes and Texas A&M University System/TAMU regulations and procedures.
* Works to cover shifts, or take emergency call, on evenings, weekends, and holidays as required.

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

[ ]  **Yes**

[x]  **No**

**Does this classification have the ability to work from an alternative work location?**

[ ]  **Yes**

[x]  **No**