**Enrollment Services Advisor III Standard Job Description**

**Classification Title:** Enrollment Services Advisor III

**FLSA Exemption Status:** Exempt

**Pay Grade:** 10

**Job Description Summary:**

The Enrollment Services Advisor III, under direction, serves as a senior-level advisor within the departments of enrollment and academic services. Coordinates the development and implementation of projects, activities, and procedures, trains, and mentors lower-level advisors and associates.

**Essential Duties and Tasks:**

**30%: Senior Level Advising**

* Advises and counsels students and prospective students on resolving their educational questions and concerns related to advanced issues within enrollment and academic services, utilizing current knowledge of TAMU policies and procedures to address customer concerns.
* Provides guidance on advanced financial matters including scholarships, financial aid, business services, registration, enrollment, and admissions.
* Guides students and prospective students to appropriate resources and triages questions to the appropriate home office for advanced issues.
* Communicates and advises current and prospective students through in-person meetings, video conferences, teleconferences, email, chat messages, etc., maintaining a professional and diplomatic approach.
* Advising may involve specialized disciplines such as Study Abroad, International Student Aid, and Veterans benefits.
* Actively leads recruitment efforts of prospective students and provides advanced-level guidance throughout the admissions and enrollment process.
* Reports any concerns to the supervisor.

**20%: Mentorship and Guidance**

* Mentors full-time staff.
* Assists with answering complex questions and problem-solving.
* Provides feedback in hiring, assists with training, and offers feedback to full-time employees.
* Provides guidance to staff to ensure adherence to established policies and procedures.

**20%: Procedure & Documentation**

* Applies comprehensive knowledge of TAMU policies, as well as federal, state, and institutional policies, procedures, and regulations relevant to enrollment and academic services specialty.
* Provides guidance and consultation to departments and external agencies regarding TAMU policies and procedures for enrollment and academic services activities.
* Generates internal and external documents and correspondence.
* Maintains accurate academic records and databases.
* Evaluates and enhances administrative processes and procedures.
* Conducts statistical analysis and generates reports for leadership reporting.
* Develops and updates training materials.

**10%: Programs**

* Coordinates the development and implementation of projects, activities, and procedures.
* Plans, implements, and delivers department programs, educational sessions, workshops, recruitment activities, or other enrollment and academic services-related events.
* Assists in the preparation and monitoring of budgets for programs and events.
* Responds to inquiries about program, events, seminars, and workshop offerings.

**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.
* Three years of related experience in financial aid, international services, business services, registration, enrollment, admissions, or related area.

**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:**

* None

**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**

**No**

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

**Yes**

**No**