 **Enrollment Services Advisor II Standard Job Description**

**Classification Title:** Enrollment Services Advisor II

**FLSA Exemption Status:** Exempt

**Pay Grade:** 9

**Job Description Summary:**

The Enrollment Services Advisor II, under direction, counsels and provides information to prospective and currently enrolled students. Facilitates workshops, develops and makes presentations internal and external stakeholders. May coordinate or specialize in a specific program. May provide some mentorship and training to other staff.

**Essential Duties and Tasks:**

**40%: 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 and advises prospective and current students via in-person, video, teleconference, email, chat messages, etc.
* Advising may consist of specialized disciplines such as Study Abroad, International Student Aid, and Veterans benefits.
* Actively recruits prospective students and guides students through the admissions and enrollment process.
* Reports any concerns to supervisor.

**20%: Procedure and Documentation**

* Utilizes current knowledge of TAMU policies, as well as knowledge of current federal, state, and institutional policies, procedures and regulations pertaining to enrollment and academic services specialty.
* Advises and counsels 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 academic records and databases accurately.
* Reviews and updates administrative processes and procedures.

**15%: Programs**

* May coordinate or specialize in a specific program.
* Plans, develops, and implements programs, events, and activities to recruit and/or educate prospective and current students, parents/families, departments, or external agencies.
* Responds to inquiries about programs, events, seminars, and workshop offerings.
* Maintains program records and databases.
* Develops and facilitates information workshops, trainings, and seminars on specialized topics under enrollment and academic services.

**5%: Mentorship and Training**

* Provides some mentorship and training to other staff.

**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.
* Two 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:**

* 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**

**No**

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

**Yes**

**No**