**Enrollment Services Advisor IV Standard Job Description**

**Classification Title:** Enrollment Services Advisor IV

**FLSA Exemption Status:** Exempt

**Pay Grade:** 11

**Job Description Summary:**

The Enrollment Services Advisor IV, under direction, functions as a senior-level advisor responsible for coordinating key departmental functions and supervises the day-to-day activities of a functional unit. Provides counseling and information to prospective and currently enrolled students.

**Essential Duties and Tasks:**

**20%: Senior Level Advising**

* Serves as a senior-level advisor and coordinates advising functions.
* Provides direct support to and serves as a backup to the Assistant Director.
* Guides students through the admissions and enrollment process on an advanced level.
* Advises and counsel students and prospective students on resolving their educational questions and concerns related to advanced issues within enrollment and academic services.
* Utilizes current knowledge of TAMU policies and procedures to address customer concerns.
* Advises students and parents on advanced financial matters involving scholarships, financial aid, business services, registration, enrollment, and admissions.
* Communicates professionally and diplomatically; advising may consist of specialized disciplines such as Study Abroad, International Student Aid, and Veterans benefits.
* Actively leads recruitment efforts of prospective students.
* Participates in operational and strategic planning for the team and department.
* Assists with establishing goals, objectives, policies, and procedures.

**20%: Supervision**

* Supervises day-to-day activities of full-time staff including Enrollment Service Advisors and Enrollment Service Associates.
* Supervises and participates in hiring, training, mentoring, evaluating, and terminating of staff. Assists direct reports with questions, problem-solving, and complex questions.
* Coordinates coverage for the team.
* Mentors and trains staff as they are hired and ensures staff remains up to date on all rules, policies, regulations, procedures, and programs.
* Ensures adherence to established policies and procedures.

**20%: Procedure & Documentation**

* Applies and maintains an advanced understanding of TAMU policies, as well as federal, state, and institutional policies, procedures, and regulations pertinent to the specialty of enrollment and academic services.
* Reviews and interprets complex rules, regulations, procedures, and policies related to enrollment and academic services, recommending potential revisions to university or departmental policies and procedures while also assisting in disseminating information to other staff members. Serves as a subject matter expert for departments and external agencies, offering guidance and consultation on TAMU policies and procedures for enrollment and academic services activities. Facilitates the generation of internal and external documents and correspondence, ensuring accuracy and compliance. Ensures the precise maintenance of academic records and databases, continuously evaluating and enhancing administrative processes and procedures. Conducts comprehensive statistical analysis and generates reports specifically for leadership reporting purposes. Actively contributes to the development and updating of training materials to ensure ongoing professional development within the field.

**20%: Programs**

* Plans, develops, and implements internal and external programming related to enrollment and academic services.
* Prepares and monitors budget for programming and events.
* Coordinates and serves as a resource for one or more specialized programs for enrollment & academic services.
* Responds to inquiries about program, events, seminars, and workshop offerings.
* Delivers training sessions and provides feedback on training effectiveness.

**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 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**