

JOB DESCRIPTION



Position Title: Enrollment Management Specialist/Department Assistant

Department: Outreach

Employment Category: Professional Staff

Primary Location: Fort Huachuca

FLSA Classification: Non-exempt

Remote Work Eligible: No

Parameters: 40 hours/week; 12 months/year

Pay Grade: PS07

Position Summary: The Enrollment Management Specialist/Department Assistant is responsible for providing administrative support to the Assistant Dean Military Programs and department faculty and staff, assisting students in the registration, financial aid, and payment process, and for serving as the department receptionist and for providing excellent customer service in a helpful and cheerful manner.

Essential Functions: Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

Duties and Responsibilities: Within the scope of college policies and procedures, this position:

Performs exceptional customer services for students, employees, and the public; serves as department receptionist; prepares, receives and distributes letters, and other correspondence; logs, tracks and distributes documents processed by the division

Processes instructor contracts and stipends; creates and maintains on a daily basis class schedules and room assignments

Assists students in the admissions and registration process; ensures students understand established policies and procedures concerning their college records; assists students in understanding financial aid policies and procedures; serves as a business office representative and receives payments, makes deposits

Provides clerical and organizational support to department staff; maintains and tracks information, performs data entry and verification; ensures data integrity; processes mail and correspondence, compiles periodic reports, maintains calendar of department activities, performs routing, copying and filing; maintains office supplies inventory

Maintains accurate department financial records; reconciles expenditures and budgets; purchases department supplies and maintains inventory; processes, reconciles and files purchase card transactions, travel requests, and other documents for the Assistant Dean and other department staff as needed; investigates vendor issues

Provides student support to improve student retention towards degree completion, assisting military students in using ArmyIgnitED for class scheduling and tuition assistance; assists with registrations, admissions, entering grades, and graduate reporting for active duty military personnel; aids in the management of the Military Spouse Career Advancement Account program (MyCAA); provides support for the Military Occupational Specialty credentialing program as needed; participates in college and career events

Serves as an advocate for the military community, assisting military students and their families as they navigate their academic path; meets with students, individually or in groups, to aid in the development

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of plans for academic and career success; engages students in academic and career planning assessments to facilitate degree identification with the goal of completion

Performs other related duties as assigned

General Expectations: Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

Education and Experience Requirements:

Associate's degree from a regionally accredited institution of higher learning recognized by the US Department of Education
Three years related experience

An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved may be considered.

Knowledge, Skills and Abilities:

Knowledge of and ability to follow college policies and procedures
Knowledge of current technologies and word processing, database, presentation, and spreadsheet software, specifically Microsoft Office applications
Knowledge of the proper operation of and the ability to use personal computers and standard office equipment
Knowledge of communication principles and marketing techniques
Knowledge of or ability to learn MOS Program, ArmyIgnitED, Financial Aid, Joint Service Transcripts, MGIB, Post 911, Veterans Affairs, and military career training programs
Skill in basic math and basic bookkeeping practices and procedures
Skill in designing and maintaining filing/records systems
Ability to learn and adapt to new software and other technologies
Ability to learn current and new financial aid regulations
Ability to read and interpret policies related to academic programs and student requirements for participation in various programs
Ability to effectively build rapport with the military community
Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner
Ability to relate to a diverse population and to maintain composure when faced with difficult situations
Ability to multi-task and organize, prioritize, and follow multiple projects and tasks through to completion with an attention to detail
Ability to work independently while contributing to team environment
Ability to analyze problems, identify solutions and take appropriate action, resolve problems using independent judgment and decision-making processes
Ability to establish and maintain effective working relationships with supervisors, other department staff, students and the public
Ability to work accurately, efficiently, and effectively with a variety of data
Ability to maintain accurate office procedures
Ability to work under pressure with frequent interruptions
Ability to pass a comprehensive background screening required to obtain Fort Huachuca access badge

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Work Environment: Work is primarily performed under general supervision. Incumbent generally performs work in a typical office setting with appropriate climate controls.

Physical Requirements: Essential functions of this position require: lifting, manual dexterity, ability to communicate.

Medium work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting occasionally, walking and standing are required regularly, incumbents may be required to turn/twist, balance, reach, or handle

Mental Application: Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem-solving skills are important

There is a possibility that due to parking availability at remote locations on Ft. Huachuca, employees may be required to navigate moderate to long distances on uneven, unfinished, and/or rocky terrain.

Reports to: Assistant Dean Military Programs

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.