



Connecticut State
Colleges & Universities

Connecticut State Community College
Job Description
Enrollment Management Specialist

Salary Level:
CCP15 (Subject to Willis)

Date Approved/Revised:
2/8/22

POSITION PURPOSE:

Under the direction of the Campus Supervisor of Enrollment Services, the Enrollment Management Specialist is responsible for assisting in the delivery of a comprehensive, one-stop enrollment services experience to all credit students on their campus of the Connecticut State Community College. This position is accountable for contributing to the enrollment, registration, and retention operations of the College.

The Enrollment Management Specialist plays a critical role in ensuring the delivery of high-quality collaborative enrollment plans and seamless onboarding support that meets the diverse needs of all students and maintains compliance with FERPA and all applicable policies and laws.

SUPERVISORY AND OTHER RELATIONSHIPS:

This position reports directly to the Campus Supervisor of Enrollment Services. This position may supervise other administrative and/or clerical staff as needed.

The position is required to work collaboratively with other offices and services within Connecticut State Community College, and to develop enrollment goals, build and develop partnerships, relationships, and collaborations with all levels of stakeholders to facilitate and enhance the resources and services provided to students.

EXAMPLES OF DUTIES:

The following examples of duties illustrate the general range of tasks assigned to the position but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

- Assists the Campus Supervisor in delivering a comprehensive, one-stop enrollment services experience to all credit students within their campus of CT State Community College.
- Provide high quality customer service to prospective, new, and current students, as well as all staff, faculty, and the public.
- Provides front line support, answers phone calls and emails to assist students in areas such as the admissions application, applying to the college, residency status, the enrollment process, cost of attendance, etc.
- Oversight of all inbound and outbound communication through the general registration email account, including responding to all incoming emails and outbound email communications to students including promotion of upcoming events, enrollment information, school policies, dates and deadlines, or other college announcements.
- Reviews and processes applications for admission including screening documents such as transcripts, immigration and veterans' papers and financial aid requests to evaluate them for completeness, students' special needs and appropriateness for College programs.
- Advises prospective students and their families to identify academic and career areas of interest and discusses how those interests fit into a degree program, and assists them with the application process, applying for financial aid, and understanding the placement, advising, and registration process.
- Processes in-person registrations and completes other registration functions such as processing add/drops, withdrawals, change of major, researching and resolving registration and billing problems, document scanning of student records, etc.

- Interprets and communicates general college admissions and registration policies and procedures for the college community.
- Performing a broad range of administrative support duties to facilitate the admissions process including such tasks as composing and preparing correspondence to arrange candidate interviews and to provide general admissions information.
- Recommends and directs students to appropriate campus resources including Academic Advising, Career Counseling, Disability Services, Financial Aid, Veterans Affairs, and other student support services as appropriate.
- Participates in enrollment events such as Enroll in a Day, Super Saturday, etc.
- Participates in on-going training and cross-training opportunities on campus to ensure timely, thorough, and accurate processes.
- Collaborates with appropriate faculty and staff as needed to support the enrollment of each student.
- Maintains a commitment to CSCC overarching goals including initiatives encouraging equity and diversity.
- Represents CT State Community College interests at professional organizations at the state level.
- May involve occasional evening or weekend work, within contractual limitations.

PROFESSIONAL PARTICIPATION AND DEVELOPMENT

In addition to the accountabilities listed above, the incumbent is required to carry out the essential duties of:

- Attendance and participation at convocation, commencement, and honors ceremonies.
- Service on assigned committees and task forces.
- Attendance and participation at, committee, staff, informational, and professional meetings at the college and regional level.

QUALIFICATIONS:

Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and students. They are expected to have excellent oral and written communication skills along with strong information technology literacy skills such as Microsoft Office (Word, Excel, Outlook, Teams etc.). Incumbents are required to have demonstrated knowledge and abilities in the following areas:

- Demonstrated understanding of a comprehensive community college.
- Demonstrated fundamental knowledge of student records and enrollment practices and methods accepted by the higher education field.
- Demonstrated skill in operating computerized and manual systems for collecting, preserving, and reporting student information.
- Demonstrated ability to work in groups, which emphasize collaboration, consensus building, conflict resolution, and problem solving.
- Experience in using enrollment management, content management, and project management software.
- Sensitivity to and ability to work with the diverse academic; socioeconomic, cultural and ethnic backgrounds of members of the College community, including those with disabilities.
- Effective interpersonal, written, oral, and presentation skills.

These skills and abilities typically are acquired through a combination of education, training and experience which would include a bachelor's degree in education, counseling, student development, social work, enrollment management or an appropriately related field together with one to four of related experience; or a combination of education, training and experience which would lead to the competencies required for successful performance of the position's essential duties.

WORK ENVIRONMENT:

The incumbent typically performs work in offices, conference rooms and in locations where groups of students, faculty and staff gather. The work does not, normally, involve any significant physical effort. The incumbent may travel to public sites to make presentations as well as travel to regional or central meetings and conferences. Reasonable accommodation will be made for incumbents and candidates with physical limitations.