

COLLEGE OF CENTRAL FLORIDA

JOB DESCRIPTION

JOB TITLE: ENROLLMENT SERVICES TECHNICIAN

PAY GRADE: C-5

OVERTIME STATUS: NON-EXEMPT

MAJOR RESPONSIBILITY:

Serve as a facilitator in delivering an array of student services (including financial aid, admissions/records, and academic advising) in the Enrollment Services Center (ESC).

At the College of Central Florida, our vision is to be "Your first choice for quality higher education." We aim to accomplish this by providing a caring and exceptional learning environment that fosters the success of our students and community. Candidates considering becoming part of the CF family must be able to embrace and model this philosophy in their day-to-day responsibilities and demonstrate our standards: professional, responsive, informative, dependable, and engaged.

PREREQUISITES FOR POSITION (Qualification Standards):

1. Education or training: High school diploma is required. Associate's degree preferred.
2. Years of experience in the field: Minimum of two years of experience working with a diverse student population in student personnel services or a related field required.
3. Special skills or abilities related to the position: Ability to read, interpret and practice federal, state, and/or college regulations relating to advising, financial aid records, and admissions. Ability to promote college programs to prospective students. Working knowledge of personal computers. Ability to work with the public, including educationally and financially disadvantaged individuals and individuals with disabilities. Good customer service skills. Ability to handle multiple responsibilities in a fast-paced environment.

ESSENTIAL JOB FUNCTIONS:

1. Liaison to computer services.
2. Arrangement for work orders.
3. Assist Coordinator with peer educators' daily assignments and training.
4. Ordering and stocking supplies.
5. Assist with collection and verification of Records and Financial Aid documents.
6. Assist with ESC training sessions.
7. Conduct research to assist students in resolving issues or problems.
8. Coordinate any calling team efforts.
9. May be required to work a flexible schedule.

ESSENTIAL JOB FUNCTIONS (Continued):

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job-related marginal duties as required.)

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Acceptable eyesight (with or without correction).
- Acceptable hearing (with or without a hearing aid).
- Ability to clearly communicate both orally and in writing on a telephone and on a computer for extended periods.
- Routinely requires sitting at a desk and viewing a display screen for extended periods.
- Ability to access, input, and retrieve information from a computer or other electronic device.
- Routinely requires moderate (up to 40 pounds) lifting and carrying.
- Routinely requires walking, standing, sitting, kneeling, stooping, reaching up, twisting, and bending.

ENVIRONMENTAL CONDITIONS

- Works in an office environment.

(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)

PRIMARY LOCATION OF JOB: OCALA CAMPUS, BLDG. 5

SUPERVISOR OF POSITION: DIRECTOR OF ENROLLMENT SERVICES/REGISTRAR