



## POSITION ANNOUNCEMENT

**Job Title:** Enrollment Center Specialist  
**Department:** Enrollment Center  
**Reports To:** Associate Registrar  
**Shift/Hours:** 40 hours per week  
**Date Prepared:** March 12, 2021

### SUMMARY

This position is responsible for servicing the front window, mail, phone and fax transactions for the Enrollment Center.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Assists at the enrollment center window by registering students, processing changes to registration, printing schedules and password letters, accepting, processing and recording forms, assessing charges, taking payments, etc., and providing general assistance to students, faculty, and staff. Opens and closes office as appropriate.
2. Maintains central filing systems (paper, electronic and/or microfiche) for all enrollment services areas to include receiving, processing, scanning, indexing and archiving student files.
3. Provides verification of degrees, student enrollment, graduation, loan deferments and information in response to inquiries for guaranteed student and government loans, employment, etc., including working with the National Student Clearinghouse (NSC).
4. Processes transcript requests to include maintaining transcript log and mailing transcripts on a daily basis.
5. Reviews, resolves, and closes course waitlists by adding, dropping or moving students as appropriate.
6. Organizes, prioritizes and processes, sorts and routes all correspondence, including mail, email, voicemail, subpoenas and fax for all enrollment services departments. Processes all incoming regular registrations not presented at the front window by the student. Records incoming special requests.
7. Handles data entry and routine record maintenance including, but not limited to financial aid information, enrollment change reports, discrepancy reports, guest passes, correcting errors, processing and recording program placements, accounts receivable audits, etc.
8. Assists with answering telephone calls, reviews and routes general office messages and emails, and schedules appointments for all enrollment service departments.
9. Orders, obtains and maintains supplies for all enrollment services areas. Updates front window informational books with all changes for current semester.
10. Processes student record changes such as address, name, ethnicity, residency, SSN, etc.
11. Responsible for bank deposit process to include balancing cash receipts for daily deposits. Handles balancing general ledger activity to account receivable transactions.
12. Assists with daily/weekly calendar to schedule events/meetings and required resources Enrollment Services department.
13. Assists with processes involving student employees as needed.
14. Other duties as assigned.

**QUALIFICATIONS** The above statements reflect the general responsibilities of the position and should not be construed as a detailed description of all the work requirements that may be inherent in this position. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

**EDUCATION AND EXPERIENCE:** High school diploma or Associate's degree plus three or more years related experience; or equivalent combination of education and experience; excellent organizational and communications skills; computer skills are essential.

**TO APPLY** Please complete the application on our website at [madonna.edu](http://madonna.edu). Please send a letter of intent reflecting the above responsibilities and qualifications and a resume to [hr@madonna.edu](mailto:hr@madonna.edu). Current employees must complete the internal application on MY Portal >Employee Resources.

**MADONNA UNIVERSITY** A Catholic institution founded by the Felician Sisters, and guided by the values of St. Francis. Candidates must be committed to excellence in teaching, scholarship, and service, and support the Mission of the University. We are an equal opportunity employer committed to a culturally diverse workforce. We do not discriminate on the basis of race, religion, color, sex, age, national origin or disability. Candidates must be legally authorized to work in the United States. Verification of employment eligibility will be required at the time of hire. Thank you for your interest in employment opportunities at Madonna University.