

JOB INFORMATION

Effective Date	8/12/2021
Job Title:	Enrollment Mgt Rep
Salary Grade/Structure:	110 - Support Staff
Career Level Name:	S1 - Entry Support
FLSA Name:	Non-Exempt
Job Summary	The Enrollment Management Representative is part of a student-centered enrollment management team who provides admission, registration, financial aid and international student information to prospective and current students using the best customer service practices. The employee will distribute, collect forms and review for completeness. The employee must be comfortable with using computers and learning new software to research student inquiries and provide information in Peoplesoft and the scanning system. The Representative will be in constant contact with staff at UHCL in Clear Lake to assist students.

COMPETENCIES

Competencies

Please refer to the UHCL Human Resources webpage for UHCL core competencies for all eligible job levels.

QUALIFICATIONS

Education

Education Level	Education Details	Required/Preferred	
High School Diploma or GED	High School diploma or GED.	Required	

Work Experience

Experience	Experience Details	Required/Preferred	
Less than 3 yrs	Two years of clerical experience and customer service experience.	Required	
Less than 3 yrs	One year of experience working with automated systems.	Required	
Some	Higher education experience and working knowledge of PeopleSoft.	Preferred	
Less than 3 yrs	Bilingual skills (English/Spanish).	Preferred	

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/Preferred
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Knowledge, Skills and Abilities

KSAs	Proficiency
• Moderate proficiency in the use of Microsoft Office (Word, Excel, and Outlook).	Basic
• Must stay informed of all university policies and procedures for admissions, registration and financial aid and be able to relate this information accurately.	Basic
• Should maintain a student service oriented approach at all times: attitude should reflect a positive, friendly, helpful knowledgeable approach.	Basic
• Strong communication and interpersonal skills with the ability to deal diplomatically with the public while maintaining the policies and procedures of the office and the university.	Basic
• Ability to address student needs in a calm and professional manner.	Basic
• Strong interpersonal communication and ability to work with individuals from a variety of backgrounds.	Basic

JOB RESPONSIBILITIES

Campus Security Authority

Remote Work Capable

Essential Functions

Essential Function	% TIME
• Provides excellent customer service to everyone who enters the office; finding solutions to student, staff and faculty problems or directing them to the appropriate office. Answers telephones and manages the front desk and the flow of people into and out of the office. Must stay informed of and provide appropriate information/guidance to inquiries from students, staff, faculty and visitors about admissions, international student advising, records/registration and financial aid. Knowledge of FERPA guidelines.	40%
• Must be knowledgeable about a variety of screens in PeopleSoft to answer student inquiries about application status, admissions requirements, residency status, registration, encumbrances, resetting passwords and financial aid assistance. Data enter and update some student information in PS.	40%
• Process transcript requests and verify the ID of anyone picking up transcripts. Reviews documents submitted for completeness and accuracy including admission applications, application update forms, international admission and advising forms, grade changes, graduation applications, financial aid form and scholarship applications.	10%
• Completes monthly inventory of forms and brochures and fliers to ensure adequate supply; maintains front counter signs and bulletin boards ensuring information is current. Prepares documents daily for pickup by courier for delivery to UHCL; other duties as assigned.	10%

PRE-EMPLOYMENT

MVR:	No
Criminal History:	Yes
Physical Exam:	No
Hearing Exam:	No
Pulmonary Function Test:	No

PHYSICAL DEMANDS/WORKING CONDITIONS

Office and Administrative Support

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting		X				
Carrying		X				
Pushing		X				
Pulling		X				
Climbing		X				
Balancing		X				
Stooping		X				
Kneeling		X				
Crouching		X				
Crawling		X				
Reaching		X				
Handling			X			
Grasping			X			
Feeling		X				
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise			X		
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Travel Requirements

Estimated Amount	Brief Description