



# Example of Enrollment Associate Job Description

Powered by [www.VelvetJobs.com](http://www.VelvetJobs.com)

Our company is searching for experienced candidates for the position of enrollment associate. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for enrollment associate

- Provide supervision and oversight to the Enrollment side of the Division, responsible for the areas of Undergraduate Admissions, Enrollment Processing, and Financial Aid and Scholarship Programs
- Manages PE Public e-mail Inboxes for all incoming mail and distributes accordingly
- Initiates all New (Onboarding) Provider for Enrollment Processing and assists with setting up assignment and maintenance of tracking log
- Assists with setting up Recreds and ReAppointments (prep work – extensions) and setting up assignments and maintenance of tracking log
- Processes all health plan roster requests
- Processes all Provider Directory requests
- Establishes and implements a strategic plan that supports the enrollment and retention initiatives of the Enrollment Management division
- Solves problems and makes decisions on a daily basis relative to Student Support responsibilities
- Prioritize student records and family financial concerns and assign staff members to help resolve these issues quickly and clearly
- Supervise call support services for the Enrollment Services division

## Qualifications for enrollment associate

- Ensure that student records and financial related customer service strategies are incorporated into all printed and electronic media available to students

- Work with other Directors and their Managers to assist in the cross-training of staff throughout the campus to create a more knowledgeable and proactive “front line” in all offices related to student financial service activities and to promote a positive image of the department
- Monitor problem management and supervise Enrollment Services staff in their handling of student and family inquiries to ensure proper service and coverage during office hours and campus recruitment/enrollment events
- Manages the Student Support staff including consultation on performance evaluations, promotions, hiring and disciplinary responsibilities and provides leadership by projecting a positive attitude and learning incentives
- Ensures statistics and status reports are completed and continually modified to meet the needs of the department
- Maintains staff competency and enhances professional growth and development through continuing education and conferences