

University of Houston – Clear Lake

Position Description

Job Title: **Enrollment Management Representative**

Job Code: **5317**

Pay Grade: **090** FSLA: **NE**

Location: **UHCL**

Retirement Program: **TRS**

QUALIFICATIONS

	REQUIRED	PREFERRED
Education	High School diploma or equivalent.	
Experience	One year experience in customer service. Two years of clerical experience to include data entry.	Bilingual. Higher education experience.
License/Certification		

This position may be security sensitive requiring a background check of the final candidate.

POSITION 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.

Duties and responsibilities

% 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

This position description describes the general qualifications, duties and responsibilities of work being performed.