UNIVERSITY OF RHODE ISLAND
Position Description

TITLE: Enrollment Services Officer

DIVISION: Academic Affairs

REPORTS TO: Assistant/Associate Director Enrollment Services

GRADE: 10

SUPERVISES: Clerical support staff

BASIC FUNCTION:

Responsible for the direct supervision of Senior Enrollment Service Representatives, Enrollment Service Representatives, and Enrollment Service Counselors. Carry out a full range of enrollment services activities. Additional responsibilities include, but are not limited to fiscal, processing, or front counter services.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Counsel students on enrollment services matters; advise them of procedures to be followed to obtaining financial assistance, determining eligibility, registering and paying bills.

Supervise and manage the activities of Enrollment Services Representatives and Enrollment Services Counselors.

Coordinate all aspects of financial assistance programs, from application to verification and disbursement.

Correspond with students, faculty, staff and parents. Interpret and explain Federal, State, and University policies, procedures, schedules deadlines and other operational information as they relate to enrollment services.

Supervise payment processing, refunds, balancing and other fiscal responsibilities.

Plan, coordinate and direct the scheduling of course offerings and examinations.

Initiate, develop and publish the official schedule of courses and directory of classes, and examination schedules; schedule appropriate classroom space for instruction and examinations.

OTHER DUTIES AND RESPONSIBILITIES:

Perform other duties as required.

LICENSES, TOOLS AND EQUIPMENT:

Personal computers, printers, word processing, database management and spreadsheet software.
ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

Bachelor’s degree required. The following are required: two years of experience in enrollment services operation; professional experience in an area of specialization (financial aid, billing and collection, and/or registration and records, or comparable higher education experience); strong verbal and written communication skills; excellent interpersonal skills. Preferred: Financial aid experience; student administration software system experience.

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.