

Class Code:.0543B-2017  
Position #: (PSA)..(E)  
Developed by:...SG; CJ  
Reviewed by:...HA; DLJ  
Approved by:. . . . LK  
Date:.... 10/11; 05/17

UNIVERSITY OF RHODE ISLAND  
Position Description

**TITLE:** Enrollment Services Officer - Providence Campus  
**DIVISION:** Academic Affairs (Enrollment Services)  
**REPORTS TO:** Senior Associate Director/Bursar Enrollment Services  
**GRADE:** 10  
**SUPERVISES:** Clerical support staff

**BASIC FUNCTION:**

Under the guidance of the Senior Associate Director/Bursar, the Director of Enrollment Services, and the Dean of the College of Education and Professional Studies (CEPS), carry out a full range of enrollment services activities. Specific responsibilities include, but are not limited to, reconciliation of cashiering functions and electronic payment processing, and management of front counter services. Individual will be expected to work on both campuses, working in Providence 3-4 days per week and on the Kingston campus 1-2 days per week. Responsible for the direct supervision of Senior Enrollment Service Representatives, Enrollment Service Representatives, and student employees in the Office of Records and Finance at CCE.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Supervise and manage the activities of the Senior Enrollment Service Representatives and student workers, and manage the activities of a cross-functional division to ensure that daily operational objectives are met and that personnel resources are properly allocated and supervised. Serve as a liaison between the Providence and Kingston offices.

Maintain the separation of disbursement and awarding activities to ensure fiscal and operational integrity. Implement and adhere to proper cash controls.

Process payment files from third party vendors, i.e., Cashnet, Higher One, etc., on a daily basis. Correct data errors and reconcile transactions.

Oversee processing of outside loan/scholarship checks and tuition waivers.

Process billing adjustments for retroactive course drops and withdrawals/leaves.

Review and process appeals for late payment fee waivers and balance due overrides. Research and resolve billing related issues and concerns.

Assist with refund processing and facilitate refund delivery via BankMobile.

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.

Counsel students on enrollment services matters; advise them of procedures to be followed to obtain financial assistance, register for classes, and pay term bills. Serve as a management resource for bursar related matters.

Represent Enrollment Services at CEPS related meetings, recruitment and retention related events, orientation, etc. Participate in staff meetings and other committee meetings as needed.

**OTHER DUTIES AND RESPONSIBILITIES:**

Perform other duties as required.

**LICENSES, TOOLS AND EQUIPMENT:**

Personal computers, printers, word processing, database management, spreadsheet software, and PeopleSoft.

**ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

**QUALIFICATIONS:**

**REQUIRED:** Bachelor's degree; Minimum two years of professional experience in an enrollment services office (bursar, financial aid, or registrar) or comparable financial services office; Demonstrated strong interpersonal and verbal communication skills; Demonstrated proficiency in written communication skills; Demonstrated supervisory experience; and, Demonstrated ability to work with diverse groups/populations.

**PREFERRED:** Demonstrated experience working in an urban campus setting; and, Demonstrated experience with PeopleSoft or other enterprise system.

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