

# **CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT**

## **ENROLLMENT SPECIALIST**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under general supervision, provide administrative and clerical support to an assigned program and assume responsibility for assisting in office management activities as well as providing direct assistance to clients and community members requiring a moderate degree of independent judgment.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Participate in planning, organizing, and coordinating the daily office operations of the assigned office; provide staff assistance and support as needed.
2. Serve as first point of contact for enrolling clients, meeting one-on-one, and gathering critical documents; provide technical information on programs and services within limits of authority; assist clients and community members in completing required forms and in locating services available; determine eligibility based on program criteria; verify information as appropriate, maintaining confidentiality.
3. Create and maintain records and documentation of services provided including sensitive and confidential client information; compile data and input into applicable software; prepare and type reports and correspondence.
4. Maintain working knowledge of standard operating procedures within the area of assignment, and of legislation directly affecting programs and services offered to clients and community members; interpret District, state and federal regulations and policies to provide accurate information and services to clients and community members.
5. Process paperwork for various county, state and federal programs, including verifying and monitoring client eligibility and records, maintaining financial accountability and interpreting government laws.
6. Review and evaluate files to ensure compliance; evaluate client progress and advise clients of subsequent options.
7. Prepare publicity materials for programs and activities; coordinate displays, exhibits, visitations, workshops and seminars related to the assigned program.
8. Assist in the coordination and planning of events, workshops, orientations and trainings related to assigned program; may deliver or participate in delivering orientations; may represent the program at job fairs or community events.
9. Assist in the preparation of related county, state, federal and district reports; resolve discrepancies as necessary.
10. Perform related duties as required.

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**MINIMUM QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

1. Operations, procedures, and technical aspects of the program to which assigned.
2. Basic interviewing techniques.
3. Methods and techniques of assisting and informing students.
4. Office procedures, methods and equipment including computers and applicable software applications such as word processing, spreadsheets and databases.
5. Principles and practices of record keeping and filing.
6. Interpersonal skills using tact, patience and courtesy.
7. Correct English usage, grammar, spelling, punctuation and vocabulary.
8. Oral and written communication skills.

**Ability to:**

1. Perform specialized clerical duties related to the program to which assigned.
2. Interpret, apply and explain applicable rules, regulations, policies and procedures within the area of assignment.
3. Operate office equipment including computers and supporting word processing, spreadsheet and database applications.
4. Schedule and prioritize work while working with frequent interruptions.
5. Type or enter data at a speed necessary for successful job performance.
6. Use correct English grammar, punctuation, and spelling.
7. Understand and follow verbal and written instructions.
8. Communicate clearly and concisely, both orally and in writing.
9. Establish and maintain effective working relationships with those contacted in the course of work.
10. Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.

**Minimum Education & Experience** - *Any combination of the following would provide a typical way to obtain the required knowledge and abilities.*

**Education/Training:**

Equivalent to the completion of the twelfth grade.

**Experience:**

Two years of increasingly responsible administrative experience in a related program area involving frequent public contact.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office setting.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and

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twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Adopted by Board of Trustees: 10/19/2021  
Effective: 07/01/2021  
Job Family: Clerical – Technical-Paraprofessional