TITLE: Enrollment Services Coordinator

DEPARTMENT: Enrollment Services, Division of Student Affairs

FUNCTION: To ensure the efficient use of technology to maximize and streamline office procedures with a focus on customer service. This involves making recommendations for providing computer solutions within and across the departments within Student Affairs. Remains current in application software used by the College. Provides training and system analysis directly related to the areas of Recruitment, Admissions, Registration and International Student Center. Acts as the liaison between Enrollment Services and other departments within the College as assigned for the student information system.

REPORTS TO: Dean of Enrollment Services

SUPERVISES: Assigned student workers

MAJOR RESPONSIBILITIES:

Responsibilities include but are not limited to:

1. Ensures the use of College-approved software technology to enhance and streamline daily office operations
2. Attends meetings and off campus trainings as requested
3. Assists in workflow design
4. Remains current in technology-based solutions
5. Review and analyze office processes and procedures and interactions with other offices and seek improvements in student-centered efficiency, taking advantage of untapped functionality within student data management system and MS Office where possible
6. Tests consequences of installation of student management system patches and/or new program releases, program modifications, etc., as needed and convey results to IT and/or end users
7. Train Enrollment Services staff on student data management system function necessary for the department’s operations; revise and retrain as needed
8. Assist in the ongoing development of the Enrollment Services Department’s web pages as back-up
9. Produce documentation, procedure manuals, training materials for the office as needed
10. Work with IT in providing support for Colleague functions as necessary and appropriate
11. Review and analyze the phone tree within Enrollment Services and keep current with the
changing semesters and technology
12. Act as a technical resource to the Student Affairs Division; assist in the development of student data management system, MS Office solutions and reporting using CROA
13. Assist other Student Affairs departments in gathering requests for requirements for hardware, software and program modifications for evaluation and approval by Information Technology
14. Provide support to the departments within Enrollment Services as needed.
15. Performs additional tasks or duties as assigned by the Dean of Enrollment Services or other designated management.

MINIMUM QUALIFICATIONS:

Knowledge, Skills and Abilities: Specific knowledge of Ellucian Colleague and MS Office Suite. Ability to manage multiple complex tasks. Strong oral and written communication skills and interpersonal skills with the ability to translate technical concepts into language users can understand. Peer to peer and class room training.

Demonstrates understanding of the community college mission and practices an open door policy. Has basic proficiency in the use of the Microsoft Office suite. Exhibits strong skills in:

- Communication
- Customer and Student Focus
- Building Relationships
- Organizing
- Planning

Education: Associates Degree with 3+ years of experience with database design and reporting technology

Experience: Two years of work experience in higher education. Two years of experience and advanced knowledge of databases; Colleague preferred.

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