

# The University of Texas at San Antonio

## *Job Description*

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Job Title: Enrollment Services Associate III  
Code: 13617  
Salary Grade: 56  
FLSA Status: Non-Exempt  
Department/Division: Various Enrollment Services Departments/Student Affairs  
Reports To: Various

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## *Summary*

- **Function:** Performs highly responsible and varied administrative, technical and/or processing duties or specialized activities for various enrollment services units.
- **Scope:** Responsible for processing a variety of documents or serving as point of contact for students for financial aid, undergraduate admissions, registrar and/or one-stop enrollment center and may supervise one or more Enrollment Services Associate I or II or student employees.

## *Duties*

- **Typical:**
  1. Supervise full-time and/or part-time and/or student staff either directly or indirectly. Provide feedback and assists Assistant/Associate Director with performance evaluations and one-on-ones and/or disciplinary procedures. Observes performance and assists with development plans and serves as a mentor for team members.
  2. Coordinates processing for various enrollment units that may include admissions applications, transcript processing, financial aid document/paperwork, registration, residency status, NCAA eligibility documentation, enrollment, graduation, or other enrollment eligibility or needs.
  3. Solves complex evaluations for all enrollment services units. Counsels and communicates with students on various enrollment issues that may include admissions eligibility, NCAA eligibility, residency status, enrollment and/or registration, or financial aid eligibility, or other enrollment eligibility or needs.
  4. Assists with developing processes and procedures for all enrollment units.
  5. Assists Associate/Assistant Directors with organizing and implement new programs, preparing program information for dissemination, marketing programs to target audiences and identifying program weaknesses
  6. Maintains records, gathers data and prepares reports as required
  7. Coordinates document intake, imaging and indexing for enrollment units

8. Interacts with university departments, student groups and external agencies as needed 9. Other duties as assigned  • <u>Periodic:</u> 1. Participates in committees and/or conferences/meetings
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***Education***

<b>Required</b>	<b>Preferred</b>
HS/GED Required	Bachelor's Degree from an accredited university

***Other Requirements***

<b>Required</b>	<b>Preferred</b>
Demonstrated organizational, written, and verbal communication skills	Banner experience
Excellent interpersonal and organizational skills	
Ability to multi-task and work cooperatively with others.	
Criminal Background Check (CBC)	

***Experience***

<b>Required</b>	<b>Preferred</b>
Three years of full-time equivalent experience in enrollment management/services, customer service, student services, clerical or data entry.	Three years of higher education experience in enrollment management/services
Bachelor's Degree with one year of the above experience may substitute	

***Equipment***

<b>Required</b>	<b>Possible</b>
Standard Office Equipment; Microsoft Office	N/A

***Working Conditions***

<b>Usual</b>	<b>Special</b>
Normal Office Hours	Occasional Evening and/or Weekend hours

***Supervision***

<b>Received</b>	<b>Given</b>
Assistant and/or Associate Director	Full-time, part-time or student staff

***Accuracy***

Proficiency in all phases of the duties performed.

***Security Sensitive***

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

***Internal Control***

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.