

# The University of Texas at San Antonio

## *Job Description*

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Job Title: Enrollment Services Associate II  
Code: 13681  
Salary Grade: 55  
FLSA Status: Non-Exempt  
Department/Division: Various Enrollment Services Departments/Student Affairs  
Reports To: Various

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## *Summary*

- Function: Provides intermediate skills and knowledge for a variety of administrative, technical and/or processing duties or specialized activities for various enrollment services units.
- Scope: Responsible for processing a variety of documents and/or processes and interpreting rules and needs of students for various enrollment services units.

## *Duties*

- Typical:
  1. Processes paperwork 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 and/or needs.
  2. Counsels and communicates with students on various enrollment issues that may include admissions eligibility, NCAA eligibility, residency status, veteran's certification, enrollment and/or registration, or financial aid eligibility, or other related enrollment eligibility and/or needs.
  3. Maintains records, gathers data and prepares reports as needed for all enrollment services units.
  4. Performs complex evaluations and consults with individuals involved in reaching a determination and answers inquiries from other areas on campus as needed for all enrollment services units.
  5. Assists with document intake, imaging and indexing for all enrollment services units.
  6. Performs other duties as assigned for enrollment services units.
- Periodic:
  1. Participates in committees and/or conferences/meetings

***Education***

<b>Required</b>	<b>Preferred</b>
High School or GED	Bachelor's Degree from an accredited university.

***Other Requirements***

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

***Experience***

<b>Required</b>	<b>Preferred</b>
Two years of full-time equivalent experience in enrollment management/services, data entry, customer service, student service, paperwork processing.	One year of higher education experience in processing and/or customer service
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 environment	Occasional Evening and/or Weekend hours

***Supervision***

<b>Received</b>	<b>Given</b>
Enrollment Services Associate III	N/A

***Accuracy***

Proficiency in all phases of the duties performed.
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***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.