

**RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION**

JOB TITLE: Enrollment Services Assistant

BASIC FUNCTION: Under the supervision of the area manager, assists in administering placement tests, performs a variety of clerical duties, aids in scheduling counseling appointments; helps in processing student records related to enrollment, counseling and assists with registration.

PROVIDES WORK OR LEAD DIRECTION TO: N/A

REPRESENTATIVE DUTIES:

1. Answers phones, assist students/visitors with general questions for the Assessment, Counseling, Matriculation and Admissions and Records offices.
2. Assists in administration of a variety of RCCD assessment tests on campus and at local high school sites; advises and provides assistance to students regarding queries and/or issues pertaining to assessment testing.
3. Provides information and assistance to students, staff and the community on state and local policies and regulations as they relate to application, admission, registration, student refunds, cashiering, online web advisor, financial aid, Veteran services and transcripts in person, via email and over the telephone.
4. Aids in scheduling testing/orientation/counseling appointments in SARS Grid.
5. Assists in entering and scanning transcripts and other student documents for Assessment, Counseling, Matriculation and Admissions and Records offices.
6. Helps maintain student files and purge records in the Assessment Center, Matriculation, and Admissions and Records offices.
7. Aids in entering data in multiple data screens in DATATEL to process paperwork submitted by students and staff.
8. Assists with the intake of high school concurrent admissions students, including reviewing applications, high school transcripts and concurrent admissions test results.
9. Conducts general follow-up with students via telephone and e-mail related to inquiries received.
10. Participates in District and campus in-service training programs.
11. Maintains a friendly, supportive atmosphere for students, faculty, staff, and the public.
12. Perform other duties related to the position, as assigned

EDUCATION: Graduation from high school or GED equivalent.

EXPERIENCE: Two years of closely related experience are required.

KNOWLEDGE OF: Highly desires an understanding of Matriculation policies and procedures as well as other student service areas.

ABILITY TO: Learn and navigate the Datatel student software system, SARS Grid and adhere to state regulations as they pertain to matriculation and registration; demonstrate excellent customer service and be able to work effectively with people of various ages, cultures

OTHER: Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff and the community.

CONTACTS: Co-workers, other departmental staff, supervisors, students, public

PHYSICAL EFFORT: Requires the ability to exert some physical effort, such as walking, standing and light lifting; dexterity in the use of fingers, limbs and body in the operation of office equipment. Tasks require extended periods of time at a keyboard.

WORKING CONDITIONS: Normal office environment

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951) 222-8039.