

DESERT COMMUNITY COLLEGE DISTRICT

Enrollment Services Specialist-Bilingual

BASIC FUNCTION

Under the direction of the Director of Educational Centers, or assigned supervisor, perform a wide variety of administrative duties in support of an assigned department or function; and possess the ability to properly communicate both orally and in writing in English and Spanish.

DISTINGUISHING CHARACTERISTICS

The Enrollment Services Specialist-Bilingual possesses the ability to communicate orally and in writing in both English and Spanish. Due to the high volume of students and public in the area of assignment whose primary language is Spanish, a work related requirement of bilingual English/Spanish is necessary in order to successfully perform the job duties. Knowledge of a wide range of student services functions are critical to the functioning of this position.

ESSENTIAL FUNCTIONS

1. Provide a high level of collaboration and service in the performance of assigned duties to both external and internal stakeholders.
2. Assist supervisor with a variety of administrative duties; receive, open and distribute mail; receive visitors, answer telephone calls and emails and if necessary refer individuals to appropriate staff members and departments; maintain office files and prepare and type reports as necessary; facilitate communications and coordinate activities between the supervisor, staff, students, public and other personnel; establish and maintain positive staff, student and community relations.
3. Review documents, records and forms for accuracy, completeness and conformance to applicable rules and regulations; compose routine correspondence independently or from oral instructions; compile data for reports as requested.
4. Communicate information in English and Spanish in person, by telephone, or electronically where judgment, knowledge and interpretation of policies and regulations are necessary.
5. Attend, arrange, and schedule a variety of meetings, workshops, appointments, and conferences; prepare materials and take notes for meetings as assigned.
6. Assist in the selection and training of student workers, staff and others; provide work direction and guidance.
7. Operate a variety of modern office machines and equipment including, but not limited to a computer and related software applications and information systems, copier, facsimile machine, and a calculator. Utilize document imaging equipment for applications,

registration forms and a variety of support documentation.

8. Provide admission, registration and enrollment support for a variety of district programs including credit and non-credit; review documents for completeness, accuracy and compliance to state and federal standards; work confidentially with student records and supporting materials.
9. Communicate in person, on the telephone, in writing and electronically with students, faculty, staff and the public to explain and assist with college and program fees, student records, enrollment, and registration procedures; and notify students of outstanding materials in accordance with District, state and federal rules, regulations, policies and procedures.
10. Understand and provide assistance with requests for registration, enrollment, adds, drops, grade changes, incompletes, repeat courses, and exceptions to assure completeness and compliance to District and state guidelines, policies, procedures, regulations, and laws; process and document when appropriate; coordinate and disseminate.
11. Provide general information regarding financial aid, scholarships, and related programs to the public, students and staff; assist in the proper completion of financial aid forms and applications.
12. As assigned assist with application process, assessment test scheduling, and registration of students for their designated program and receive and process fees; establish, organize and route student documents per department standards. E
13. Provide information and make appropriate referrals to current and in-coming students regarding College regulations, programs, services, academic majors, degree and certificate programs, admissions, matriculation procedures, financial aid, residency requirements, and student support services available on campus, and in the community.
14. Provide support for Counseling faculty and assist with processing and routing pertinent forms as instructed by counselors.

OTHER RELATED DUTIES

15. Assist in designing, preparing, and distributing promotional materials, reports, memorandums, and notifications in both in English and Spanish; including using computer graphics software and maintaining Web pages and social media sites.
16. Other related duties as assigned.

KNOWLEDGE AND ABILITIES

Knowledge of: Operations, procedures and methods of office to which assigned; modern office

practices, procedures and equipment; applicable computer software programs including word processing, spreadsheets, databases, and email; record-keeping techniques and alpha and numeric filing systems; correct English and Spanish usage, grammar, spelling, punctuation and vocabulary; interpersonal skills using tact, patience and courtesy; receptionist and telephone techniques.

Ability to: Perform a wide variety of administrative duties in support of an assigned department or function; assemble diverse data for the preparation of reports; maintain complex and varied files and records; interpret and apply specific rules, policies and procedures of the department or function assigned; operate a variety of modern office machines and equipment; establish and maintain cooperative and effective working relationships with others; communicate effectively both orally and in writing in English and Spanish in person, on the telephone, and electronically; meet schedules and time lines; prepare and type, correspondence and related materials both in English and Spanish; bend at the waist, kneel or crouch to file materials; sit or stand for extended periods of time.

EDUCATION AND EXPERIENCE

Any combination equivalent to: two years of college-level coursework with a “C” or better; two (2) years of increasingly responsible work experience in an educational setting or student service area; communicate clearly and concisely, both orally and in writing in English and in Spanish.

WORKING CONDITIONS

Environment: On site required. Office environment. Constant interruptions. Travel to local and regional sites.

EMPLOYMENT STATUS

Bargaining Unit Position

E=Essential Functions

Range 10

Approved by the Board of Trustees: April 20, 2017