



The University of Texas at San Antonio™

Job Description

Job Title:	Enrollment Services Associate III	Job Family:	Student Services
Type:	Non-Exempt	Job Code:	13617
Department:	Various Enrollment Services Departments/Student Affairs	Salary Grade:	56
Reports to:	Various	Created/Revised:	7/12/2022
Work Modality:	On-Campus		

This position is part of a market adjustment implemented in Spring 2022. New hire salary offers should at least be at the minimum salary established for this position based on the market adjustment. Please contact Compensation at compensation@utsa.edu with any questions.

Job Summary

Performs highly responsible and varied administrative, technical and/or processing duties or specialized activities for various enrollment services units. 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.

Core Responsibilities

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

Periodic:

1. Participates in committees and/or conferences/meetings
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Minimum Requirements

Education/Certifications

- HS/GED Required

Preferred Education/Certifications

- Bachelor's Degree from an accredited university

Experience

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

Preferred Experience

- Three years of higher education experience in enrollment management/services
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Knowledge Skills & Abilities

- Demonstrated organizational, written, and verbal communication skills
 - Excellent interpersonal and organizational skills
 - Ability to multi-task and work cooperatively with others.
 - Standard Office Equipment; Microsoft Office
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Core Competencies

Individual Contributor:

Customer Focus, Dealing with Ambiguity, Functional and Technical Skills, Action Oriented, Self-Development

Working Conditions

Working Environment:

- Normal Office Hours
- Occasional Evening and/or Weekend hours

Physical Demands:

- Sedentary work; sitting most of the time. Jobs are sedentary, if walking and standing are required, only occasionally.
 - Exerts up to 10 lbs. of force occasional
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