



The University of Texas at San Antonio™

Job Description

Job Title:	Enrollment Services Associate II	Job Family:	Admin Supp
Type:	Non-Exempt	Job Code:	13681
Department:	Various Enrollment Services Departments/Student Affairs	Salary Grade:	55
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

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

Core Responsibilities

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

Minimum Requirements

Education/Certifications

- High School or GED

Preferred Education/Certifications

- Bachelor's Degree from an accredited university.

Experience

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

Preferred Experience

- One year of higher education experience in processing and/or customer service

Knowledge Skills & Abilities

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

Core Competencies

Individual Contributor:

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

Working Conditions**Working Environment:**

- Normal office environment
- 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