

The University of Texas at San Antonio

Job Description

Job Title: Enrollment Services Training Manager
Code: 18109
Salary Grade: 60
FLSA Status: Exempt
Department/Division: One-Stop Enrollment Center/Student Affairs
Reports To: Director of One-Stop Enrollment Center

Summary

- Function: The Training Manager will develop, coordinate and deliver new hire training to staff within the Enrollment Services unit. The training manager will be provide presentations and will require excellent communication skills with a demonstrated ability to cater to the needs of a diverse group.
- Scope: The Training Manager will be responsible for training most new hires in Enrollment Services unit. Continuing education for the One-Stop staff will be under the purview of the Training Manager. Collaboration will be essential with all Enrollment services departments to ensure the most accurate and up to date information is used in training. Staying abreast of industry and institutional changes as well as legislative updates is necessary.

Duties

- Typical:
 1. Develop new hire training material and update to ensure accuracy of information for enrollment services unit (admissions, financial aid, registrar, one-stop).
 2. Train all enrollment services staff who have direct contact with students including but not limited to One Stop Counselors, Admissions Recruiters and/or managers, Registrar Records staff, and financial aid and scholarships staff.
 3. Coordinates schedules for training.
 4. Deliver new hire training and evaluation of training curriculum.
 5. Maintain strong knowledge base of undergraduate admissions, financial aid, registrar functions and some billing and research new regulations to update training curriculum and P&Ps as necessary.
 6. Collaborate with Director of One Stop to identify a training curriculum for staff within One Stop.

- 7. Assist students at the One Stop with questions during peak seasons. This could be over the phone, in person or over email.
- Periodic:
 1. Meet with management across the Sr. AVP's Enrollment Services' areas to ensure accuracy of information.
 2. Assist with student counseling in Enrollment Services.
 3. Participates in strategic planning and assessment.
 4. Assist with community outreach events.
 5. Attend professional development training and conferences as necessary.

Education

Required	Preferred
Bachelor's Degree from accredited institution	Master's Degree from accredited institution

Other Requirements

Required	Preferred
Excellent presentation and customer service skills.	Experience using online modules or other media to create presentations via video or the web. Experience with policy and procedure manuals. Experience with facilitating professional development and training.
Excellent oral and written communication skills, including demonstrated experience communicating with a diverse body of people from different backgrounds.	
Excellent professional judgement skills and demonstrated experience in managing multiple priorities.	
Must not be in default in any federal student loans or be able to rectify default within three months of employment.	
Must adhere to Texas Fair Lending Practices and NASFAA's Statement of Ethical Principles.	
Criminal Background Check (CBC)	

Experience

Required	Preferred
Four years developing and conducting training programs to include teaching, presentations or curriculum building OR four years within a higher education setting working with students in undergraduate admissions, financial aid, registration/registrar, or other student advisory capacity or a combination of	Five years training experience or training experience within a higher education setting. One or more year(s) experience in undergraduate admissions, financial aid, registrar/registration, or student billing. Experience with Banner and UTSA.

experience in either setting that totals four years.	
--	--

Equipment

Required	Possible
Standard office equipment, Microsoft Office Suite.	Experience with Prezi. Ability to learn databases such as Access. Ability to learn Adobe Photoshop and Captivate.

Working Conditions

Usual	Special
Normal office hours	Occasional late night and weekends will be required during peak seasons for the office.

Supervision

Received	Given
Position will report to the Director of the One-Stop Enrollment Center	This position will supervise all new hires that undergo training from admissions, financial aid, registrar and the one-stop.

Accuracy

Proficiency in all phases of the duties performed.
--

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.
