



DATE ISSUED: 05/13
FLSA: Non-Exempt
PTO: COVS

JOB DESCRIPTION

TITLE

Coordinator, Enrollment Services-Houston

JOB SUMMARY

Performs specialized administrative duties for the Houston Center in the area of Enrollment Services. Responsibilities include providing customer service to students, faculty, and staff, answering phone inquiries, advising students on use of online registration processes and processing of course registration paperwork. Work is performed under general supervision and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: TWU Registrar and Campus Manager, Houston

Supervises: Student Assistants

ESSENTIAL DUTIES - *May include, but not limited to the following:*

- Serves as the representative of the Registrar's Office at the Houston Center.
- Processes transcripts, course adds & drops, and academic program changes.
- Processes enrollment verification requests.
- Coordinates registration and graduation activities at the Houston Center.
- Counsels students receiving VA benefits and assists in the VA certification process.
- Processes undergraduate change of program requests.
- Processes change of status requests.
- Counsels potential students on admission procedures and departmental admissions requirements, financial aid, and other enrollment related functions.
- Receives admissions documents and forwards to the Denton Campus.
- Manages imaging, records, and documentation for all student records submitted to the Houston Campus.
- Maintains effective working relationships with other departments and personnel on issues pertaining to Enrollment Services.

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- Adheres to TWU FERPA policy and assists in educating faculty and staff on FERPA policy and procedures.
- Provides input and assistance in other related areas as requested.
- Creates, maintains and organizes files and student records using an imaging system and the University student system software.

ADDITIONAL DUTIES

- Cross-trains in all areas of direct supervision of the Registrar.
- Assists with special events.
- Performs other duties as requested.

EDUCATION

Bachelor's degree required. Experience may substitute for required degree on a year for year basis.

EXPERIENCE

Minimum of three years of experience in a related area is required. Prior registration management operations experience in higher education preferred.

REQUIREMENT

Valid driver's license issued by the State of Texas and a safe driving record such as required by the university for Driver's Authorization.

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

- Ability to provide excellent customer services skills.
- Ability to be detail-oriented.
- Possess the ability to handle multiple tasks; ability to work independently and as a team.
- Ability to coordinate work with other employees, providing direct instruction or supervision as assigned.

- Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Ability to communicate effectively orally, by phone, in person, and in writing.
- Ability to represent the department and University in a friendly, courteous, and professional manner.
- Working knowledge of office practices and methods.
- Ability to use a personal computer and other office equipment, including university software and email.

PHYSICAL DEMANDS

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

WORK ENVIRONMENT

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

SAFETY

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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Employee Signature: _____ **Date:** _____

Employee Printed Name: _____

Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran's status, or against qualified disabled persons.

All positions at Texas Woman's University are deemed security sensitive requiring background checks.