Job Title: Enrollment Services Coordinator

Job ID: 17988

Location: College of Staten Island

Full/Part Time: Full-Time

Regular/Temporary: Regular

POSITION DETAILS
The College of Staten Island (CSI) is a City University of New York (CUNY) senior College organized around two academic divisions and three schools, with over 14,000 students. CSI offers a broad range of academic programs in the liberal arts and sciences, and in several professional areas. The College awards associate's, bachelor's, master's and clinical doctoral degrees, and in collaboration with The CUNY Graduate Center, numerous Ph.D. degrees. CSI's internationally recognized faculty passionately engage in scholarly and artistic activities, and together with a strong professional staff, lead students through transformational learning experiences both inside and outside of the classroom. The College is situated on a 204-acre site, has recently incorporated a residential component, and is currently engaging in capital expansion. It is a hub of intellectual and artistic activity and a community partner and source of economic impact and job creation for the greater Staten Island area.

The College's faculty, administration, and staff are committed to educational excellence as they instill in students an enduring love of learning and respect for pluralism and diversity. The College community recognizes its responsibility to strive for the common good, including an informed appreciation for the interdependence of all people, as well as providing students with the opportunities for successful future careers.

Reporting to the Director of Enrollment Services and Financial Aid Operations, the Enrollment Services Coordinator supports the daily operations of the College's Enrollment Service Center. The Center provides one-stop services to assist students in a single location in areas such as Financial Aid, Registrar, Bursar, Admissions, online services as well as information on broader College services and activities. The Enrollment Coordinator will provide supervision to a team of part-time staff.

In addition to the CUNY Title Overview, key responsibilities include, but are not limited to, the following:

- Supervises clerical and/or part-time staff and coordinates work schedules.
- Monitors the needs of students with a focus on providing services in a single location or ensures an appropriate referral is made.
- Ensures the staff provides the highest quality of customer service.
- Stays current on federal, state and campus based financial aid policies to ensure accuracy of information is provided to the team and the students.
- Works collaboratively across divisions, ensures the team remains current on changes, and coordinates the provision of services so accurate information is delivered to students, families and staff.
- Assists the Director in the day-to-day administration of the Center.
- Assists in outreach to students to alert them to matters affecting their enrollment.

QUALIFICATIONS
Bachelor's Degree required.

Preferred Qualifications:
- A background in Enrollment Management preferred.
- The successful candidate will have excellent customer service skills and strong verbal and written communication skills. Collaborative work in a team environment is essential.

CUNY TITLE OVERVIEW
Supports student enrollment activities and processing.

- Provides direct student services and works collaboratively with other units to support registration, payment, and related activities
- Conducts workshops on enrollment management services and processes
- Counsels students, staff and faculty on academic registration, admissions, testing, and related processing
- Manages student information databases and resolves issues with student records and transactions
- Ensures compliance with college, Federal, and New York State regulations and policies
- Creates and updates content for web pages, bulletins, and other media to ensure effective communications to students and campus community
- May supervise clerical and/or part-time staff and coordinate work schedules
- Performs related duties as assigned.

**CUNY TITLE**
Assistant to HEO

**FLSA**
Non-exempt

**COMPENSATION AND BENEFITS**
Salary commensurate with education and experience.

CUNY's benefits contribute significantly to total compensation, supporting health and wellness, financial well-being, and professional development. We offer a range of health plans, competitive retirement/pension benefits and savings plans, tuition waivers for CUNY graduate study and generous paid time off. Our staff also benefits from the extensive academic, arts, and athletic programs on our campuses and the opportunity to participate in a lively, diverse academic community in one of the greatest cities in the world.

**HOW TO APPLY**
To apply, please visit http://cuny.jobs/ and enter the Job ID# in the “What” section field. Candidates must attach a resume, cover letter, and three professional references (name, title, organization, and contact information) as one file.

**CLOSING DATE**
June 5, 2018

**JOB SEARCH CATEGORY**
CUNY Job Posting: Managerial/Professional

**EQUAL EMPLOYMENT OPPORTUNITY**
CUNY encourages people with disabilities, minorities, veterans and women to apply. At CUNY, Italian Americans are also included among our protected groups. Applicants and employees will not be discriminated against on the basis of any legally protected category, including sexual orientation or gender identity. EEO/AA/Vet/Disability Employer.