

Enrollment Services Associate
Community College of Philadelphia

Direct Link: <https://www.AcademicKeys.com/r?job=251499>

Downloaded On: Jan. 15, 2025 5:21am

Posted Jan. 14, 2025, set to expire May 8, 2025

Job Title Enrollment Services Associate
Department All Jobs
Institution Community College of Philadelphia
Philadelphia, Pennsylvania

Date Posted Jan. 14, 2025

Application Deadline Open until filled
Position Start Date Available immediately

Job Categories Professional Staff

Academic Field(s) Financial Aid
Fiscal Services

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Job Description

Posting Details

Position Information

Position Title: Enrollment Services Associate

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Requisition Number: SCL00381

General Description

Reporting to the Coordinator, Integrated Enrollment Services, with latitude for the use of independent judgment, initiative and decision-making, the Enrollment Services Associate provides front-line support to the Financial Aid, Records and Registration, and Student Tuition Services departments. The Enrollment Services Associate provides excellent customer service while assisting students in navigating the financial aid process and understanding their financial aid status. This position collaborates with other departments throughout the Enrollment Management division to assist students with financial transactions related to their student account. Other responsibilities include data entry and processing of student registrations, curriculum and scheduling changes and updates to student demographic information. This position requires scheduling flexibility and may require mandatory overtime during peak periods. This role may also require travel to the College's regional centers.

College Intro

Success starts at Community College of Philadelphia. Innovators and difference makers work at Community College of Philadelphia. Diversity thrives at Community College of Philadelphia. We are a college that is committed to promoting a work environment that attracts and retains talented and diverse faculty and staff. We challenge each other and ourselves to achieve at the highest level while contributing to the mission of the College and the betterment of Philadelphia. We value and support an intellectually dynamic community to prepare our students for global citizenship. Join us and become a part of a community that has long been and will continue to be generators of generational change in this city and beyond.

Community College of Philadelphia is an open-admission, associate-degree-granting institution which provides access to higher education for all who may benefit. Its programs of study in the liberal arts and sciences, career technologies, and basic academic skills provide a coherent foundation for college transfer, employment and lifelong learning. The College serves Philadelphia by preparing its students to be informed and concerned citizens, active participants in the cultural life of the city, and enabled to meet the changing needs of business, industry and the professions. To help address broad economic, cultural and political concerns in the city and beyond, the College draws together students from a wide range of ages and backgrounds and seeks to provide the programs and support they need to achieve their goals.

Specific Responsibilities

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- Provide front counter coverage for Enrollment Central to assist students with financial transactions related to their student accounts, and providing information concerning the financial aid process and their financial aid status.
- Collaborate with personnel from Financial Aid, the Office of Records and Registration and Admissions to research problems concerning financial aid eligibility; recommending possible solutions as needed.
- Deliver quality customer services to both internal and external constituents in a professional, helpful and courteous manner.
- Interact with students, staff, faculty and others in a professional and courteous manner in person, by telephone, and through email and text messaging.
- Provide assistance to students and parents concerning the financial aid process and eligibility requirements.
- Record and post payments, charges, and other transactions utilizing Banner student information system by Ellucian.
- Disburse and reconcile petty cash transactions.
- Adhere to internal policies and control procedures as they relate to the Student Tuition Services Office including: maintaining safekeeping of cash drawers, deposits, and other monetary instruments; reconciling deposit totals to batch summary report and finalizing documentation in preparation for bank deposit; and maintaining various control logs, verifying input, and maintaining computerized reports.
- Secure and release bank deposits to armored carriers.
- Perform accurate and timely data entry of student registrations and schedule revisions (drop/add), and update student records regarding changes in student demographic information, curriculum changes, changes to admission terms, etc.
- Assist student applicants with the scheduling of placement tests or registration sessions, and the completion of admissions applications.
- Assist with financial aid workshops as needed.
- Perform imaging and indexing of student registration documents.
- Process student transcript requests.
- Respond to written inquiries received either by email or letter in a timely, professional, and efficient manner.
- Maintain knowledge base of College and departmental practices, procedures and policies.
- Maintain sensitivity, understanding, and respect for a diverse academic environment, inclusive of students, faculty, and staff of varying social economic, cultural, ideological and ethnic backgrounds.
- Adhere to FERPA regulations as they pertain to maintaining the security and confidentiality of all

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student records, as well as maintain the confidentiality of other documents on behalf of the work area and the College.

- Perform such other duties and carry out such other responsibilities as assigned.

Minimum Qualifications

- A high school diploma or its equivalent (e.g., GED) required.
- Seven (7) years of related work experience required.
- Previous cash handling experience in a computerized environment required.
- Previous customer service experience required.
- Strong customer-focused mindset and the ability to respond in a courteous and helpful manner under stressful situations required.
- Ability to collect proper payment, give correct change and process payments in a manner that ensures accuracy required.
- Strong attention to detail required.
- Ability to comply with internal control procedures as they relate to the handling of cash required.
- Ability to interact with a Student Accounting system required.
- Strong verbal and written communication skills required.
- Ability to perform multiple tasks with changing priorities is required.
- Strong attention to detail and accuracy required.
- Demonstrated excellence in customer service to internal and external stakeholders required.
- Ability to work extended hours and an occasional Saturday, as needed, required.
- Willingness to travel to regional campus locations, as needed.
- Ability to maintain sensitivity, understanding and respect for a diverse academic environment, inclusive of students, faculty, and staff of varying social, economic, cultural, ideological, and ethnic backgrounds required.

Preferred Qualifications

- Associate's degree preferred. Any and all degrees must be from a recognized institutional accreditor.
- Demonstrated proficiency using Microsoft Word and Excel preferred.
- Previous experience with loan origination and disbursement processes within a financial aid servicing department is preferred.
- Previous experience using Ellucian Banner preferred.

Work Location: Main Campus, NERC, CATC, NWRC

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Benefits Summary

Benefits:

“Success Starts Here” at Community College of Philadelphia. We recognize that our success as a college and the success of our students starts with our employees. Our employees are vital to our success. Our total compensation package includes a comprehensive offer of benefits that are unrivaled by most.

Full-time faculty and staff benefits include:

- College-paid medical, dental, drug, life and disability insurance
- Tuition remission (for classes at the college)
- Forgivable tuition loan (for classes at any accredited academic institution)
- 403(b) retirement plan with 10% College contribution with employee contribution 5%
- Flexible spending accounts
- Paid vacation, holiday and personal time
- Partial remote work schedule for remote work eligible positions

Additional College benefits:

- Winter break: 1 week around the third week in December and New Years
- Spring Break: 1 week in March
- Summer Hours: 4-day work week (closed on Fridays) from the 2nd week in May through the 3rd week in August

For More information about the College benefits and eligibility based on employee class, please visit:

<https://www.myccp.online/human-resources/benefits-eligibility>

Salary Grade or Rank: 7

Min Salary: \$19.91

Max Salary: \$38.87

Job Posting Open Date: 10/09/2024

Type of Position: Classified

Employment Status: Full-Time

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Special Instructions to Applicants

Interested candidates should complete an online application.

- Cover Letter of interest and resume required.
- Name and contact information of 3 references required.
- Employment offers are contingent upon successful completion of background checks in accordance with PA Child Protective Services Law.
- Must be legally eligible to work in the U.S.

Community College of Philadelphia is an affirmative action/equal opportunity employer and does not discriminate on the basis of race, sex, sexual orientation, gender identity, religion, color, national or ethnic origin, age, disability, status as a Vietnam Era Veteran or disabled veteran or any other status protected by law, in matters pertaining to employment.

Supplemental Questions

Required fields are indicated with an asterisk (*).

1. * How did you hear about Community College of Philadelphia?
 - CareerBuilder.com
 - HigherEdJobs.com
 - LinkedIn
 - The Chronicle
 - Veterans Job Fair
 - Professional & Technology Diversity Career Fair
 - AL DIA - Diversity Career Fair
 - Community College of Philadelphia Website
 - Indeed.com
 - Other
2. * If your answer to the above question is Other, please note the source below. If this question does not apply to you, enter N/A.

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(Open Ended Question)

3. * What is the highest level of education you have completed?
 - No Response
 - High School/GED
 - Associates Degree
 - Bachelor's Degree
 - Master's Degree
 - Doctorate
 - Other
4. * Do you have seven (7) years of related work experience?
 - Yes
 - No
5. * Do you have previous cash handling experience in a computerized environment?
 - Yes
 - No
6. * Do you have previous customer service experience?
 - Yes
 - No
7. * Do you have previous experience with loan origination and disbursement processes within a financial aid servicing department?
 - Yes
 - No
8. * Do you have experience using Banner by Ellucian?
 - Yes
 - No

Documents Needed to Apply

Required Documents

1. Resume
2. Cover Letter/Letter of Application

Optional Documents

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1. References

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Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact Abby Ametrano Aametrano@ccp.edu
All Jobs
Community College of Philadelphia

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