

Enrollment/Welcome Associate
Central Oregon Community College

Direct Link: <https://www.AcademicKeys.com/r?job=262112>

Downloaded On: Sep. 5, 2025 4:40pm

Posted Sep. 5, 2025, set to expire Sep. 21, 2025

Job Title Enrollment/Welcome Associate
Department Admissions
Institution Central Oregon Community College
Bend, Oregon

Date Posted Sep. 5, 2025

Application Deadline 09/21/2025
Position Start Date Available immediately

Job Categories Classified Staff

Academic Field(s) Fiscal Services
Admissions/Student Records/Registrar
Administrative Support/Services
Fiscal Services

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Apply By Email

Job Description

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Position Number: B85PD

Starting Wage/Salary: \$18.91 - \$19.68/hr plus exceptional benefits

Close Date: 09/21/2025

Primary Purpose:

This Enrollment Associate is part of a primary customer service and welcome team, serving as the first point of contact for campus visitors, staff, and students-in person, over the phone via the College switchboard and cashiering line, and via email. They answer detailed questions about COCC programs and classes, admissions, placement testing, transcript requests, advising, registration, financial aid, student accounts and related policies/procedures/deadlines, as well as general questions about program/degree requirements. They also provide payment services for all COCC students as well as cashiering services for other departments and staff. In addition, they process student IDs, parking permits, incoming transcripts, and paper applications.

Essential Duties and Responsibilities:

Customer Service

- Serve as the first point of contact for prospective students, community members, continuing education clients, and other campus visitors. Recognize and work effectively with a diverse population of students and/or parents/guardians who may be frustrated, angry and/or confused. Teach students how to use all necessary COCC related accounts and navigate COCCs website and understand all college policies and procedures.
- Process admissions applications; add/drop forms, and Releases of Information, as well as all other relevant admissions forms. Schedule nursing program test dates and supply pertinent test information to students.
- Serve as initial point-of-contact for financial aid questions and provide students with the basic information they need to complete their financial aid requirements. Help students better understand how their financial aid funds may or may not affect their actual balance due.
- On a rotating schedule, serve as the first point of contact at the Welcome Center in Boyle Education Center, processing student parking permits, and operating the student and staff photo ID system and distributing IDs appropriately

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- Help coordinate student welcome activities (first week of the term, mid-terms, finals week, commencement, etc.) for the Boyle lobby
- Cover Redmond, Madras, and Prineville campus student services as needed.

Cashiering and Processing

- Provide general cash/check/credit card payment services for credit students, processing tuition/fees, Nursing program test fees, payment plans and other payments on student accounts. Assist Head Cashier with the entry of private scholarship funds on student accounts. Manage a large volume of payments with a high degree of accuracy, balancing cash/credit card/check session daily.
- Process petty cash requests for departments and staff as well as process cash reconciliation deposits for individual departments and for retirees making Insurance payments via phone
- Help students navigate the e-refund process and troubleshoot their refund methods and account issues using the TouchNet database

General Responsibilities

- Responsible for maintaining an in-depth understanding of the Family Educational Rights and Privacy Act of 1974 (FERPA), as well as COCCs student privacy policy, in order to interpret and explain this regulation to staff/faculty, students and parents.
- Process incoming transcripts and outgoing transcripts: incoming from multiple transcript processing agencies and educational institutions; outgoing via paper request forms. Monitor and troubleshoot National Student Clearinghouse (NSC) Transcript Center orders and EDI transcripts.
- Maintain an adequate supply of student IDs and printing materials, Mazama and student ID stickers, and bus passes.
- Ensure the building and assigned areas (main lobby and BEC mall lobby) are prepared and ready for business operations including the computer and printing kiosk, signage, bulletin boards (approving postings for campus as well), door lock/unlock and report any building or set-up problems to building administrators.
- Help coordinate lost and found for the Bend campus, including data entry and managing/disposing of inventory.
- Complete the daily Customer Relationship Management (CRM) validation to prepare all A/R letters to print, including maintaining student data in the CRM. Coordinate with back-office staff to print letters daily.
- Assist Recruitment and Outreach with student data entry, campus tour check-in, and special projects as needed.
- Other duties as assigned

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Knowledge, Skills, and Abilities:

Individuals must possess these knowledge, skills and abilities or be able to explain and demonstrate that the individual can perform the duties and responsibilities of the job, with or without reasonable accommodation, using some other combination of skills and abilities. The individual is expected to follow College work rules and policies.

- Skills in analytical, organizational, and time management competencies to assist students in all phases of the admissions and registration process in a time-sensitive and high-volume environment with multiple interruptions and multiple tasks (including multiple customers, both in-person and on the phone).
- Ability to provide accurate information to a variety of campus guests and visitors in person or on the telephone in a courteous and professional manner.
- Strong skills in customer service and problem-solving to accurately and efficiently provide up-to-date campus information for students, staff and community members; must be able to be proactive in giving information to prospective students in a format they will understand.
- Skills with a personal computer, word processing, database, and Internet research; must also be able to use a copy machine, fax machine, telephone, credit card machine, adding machine and shredder.
- Ability to interpret College enrollment policies and explain the rationale behind policies for faculty and students on a daily basis to ensure their understanding of expectations and requirements, including counseling students to help them determine options with the least adverse personal impact concerning things such as add/drop of classes for financial aid, transcript or academic warning status, physician documentation of a student illness, late registration, etc.
- Ability to maintain an in-depth understanding of a wide range of College services, as well as a general understanding of what's happening at the College in order to refer students to the right place the first time.
- Ability to communicate effectively both orally and in writing, using the English language with or without the use of an interpreter.
- Ability to work effectively and sensitively with constituents from diverse cultural backgrounds and perspectives.

Minimum Requirements:

Education

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- High School diploma or GED

Experience

- One year of experience in a fast-paced, high volume customer service focused environment.

Preferred Qualifications:

- Associates degree
- Experience with large volumes of cash, check and credit cards.
- Experience working in the education or public sector.

To apply, visit <https://jobs.cocc.edu/postings/11638>

The goal of Central Oregon Community College is to provide an atmosphere that encourages our faculty, staff and students to realize their full potential. In support of this goal, it is the policy of Central Oregon Community College that there will be no discrimination or harassment on the basis of age, disability, sex, marital status, national origin, ethnicity, color, race, religion, sexual orientation, gender identity, genetic information, citizenship status, veteran or military status, pregnancy or any other classes protected under federal and state statutes in any education program, activities or employment. Persons with questions about this statement should contact Human Resources at 541.383.7216 or the Vice President for Student Affairs at 541.383.7211.

This policy covers nondiscrimination in both employment and access to educational opportunities. When brought to the attention of the appropriate parties, any such actions will be promptly and equitably responded to according to the process outlined in general procedures sections N-1, N-2, or N-3.

In support of COCCs EEO statement, bilingual fluency in English and Spanish is considered a plus, along with experience working in a diverse multicultural setting.

Contact Information

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

Contact

Admissions

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