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## Enrollment Services Representative

York County Community College, established in 1994, is a regionally accredited comprehensive institution that offers associate degrees, certificate programs, and non-credit courses and training to business and industry.

**SUMMARY:** The Enrollment Services Representative is required to have thorough knowledge of college enrollment and registration requirements. This position is responsible for providing information about the overall enrollment process to prospective students and their parents/guardians. This position provides administrative support to the Director of Admissions and High School Relations.

**SALARY AND BENEFITS:** MEA salary schedule pending classification. Benefits include 100% employer paid health, dental and life insurance for employees (spouse/domestic partner/dependent coverage also available), vision insurance, choice of Maine Public Employees Retirement System or TIAA CREF in lieu of social security, generous vacation/personal/sick time allowances, 12 paid holidays, professional development, and free tuition within the MCCS for employees, spouse and/or dependents.

**MINIMUM QUALIFICATIONS:** Associate's Degree with 2 years of higher education experience

**DESIRABLE:** Bachelor's Degree and related experience.

### KNOWLEDGE, SKILLS & ABILITIES REQUIRED:

- Excellent written and oral communication skills, positive customer-service orientation is essential
- Ability to analyze and optimize information technology systems
- Knowledge of computerized student information systems (Jenzabar), information technology utilized on campus including the campus network and website
- Knowledge of college policies
- Working proficiency with all Microsoft office application software packages
- Working knowledge of laws, regulations and policies that may affect college students such as FERPA, ADA and SEVIS
- Ability to give and receive directions of all sorts is required
- Ability to solve unexpected problems and effectively cope with rapid changes is essential

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Front line contact for all visitors to the Enrollment Office. Speaks with students about the admission process answering questions about immunizations, setting up appointments for placement testing, setting up individual tours, meetings with admission representatives and alerting proper personnel of students awaiting their assistance.



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- Answers department telephone, voicemail and email account. Provides general information and directions to all areas of campus, including but not limited to: registration, financial aid, student activities, learning assistance, placement testing scores, deadlines and immunizations. Responsible for typing, copying and mailing all acceptance letters and letters pertaining to the admission process.
  - Receives and processes all incoming application paperwork/documentation (on-line and hard copy), research each document to determine whether it is valid towards student's acceptance. Ensure accuracy in entering all relevant data into the student information system. Materials may consist of high school transcripts, college transcripts, SAT scores, other test scores, and other pertinent information
  - Collaborate with the supervisor to prepare initial enrollment. Maintain databases of information that is ongoing for the Enrollment Services Office, folders that have gone to Registration and Records Office to be matriculated, final transcripts received, etc.
  - Works collaboratively with the supervisor on Open House, Orientation/Admitted Student Days and financial aid workshops.
  - Serves on campus committees and performs other duties as assigned by the position Supervisor.

**APPLICATION PROCEDURES:** Your application for employment with the Maine Community College System may be subject to public disclosure. Review of applications will begin on April 14, 2021 and continue until the position is filled. Interested applicants should submit a YCCC Employment Application, letter of interest, resume, transcripts, and three professional references to: [employment@yccc.edu](mailto:employment@yccc.edu)

York County Community College is an equal opportunity/affirmative action institution and employer. For more information, please call 207/216-4444.



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