

# Enrollment Services Specialist

**INTO UNIVERSITY OF SOUTH FLORIDA**  
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## Company background

INTO University Partnerships, (INTO) a large, privately owned corporation with a powerful, worldwide presence in the international student recruitment field collaborates with leading universities to provide international students with a personalized and highly supportive learning environment in which to acclimatize to life on a US university campus and prepare for long-term academic success. Since 2006, INTO has launched partnerships to internationalize universities in the US, UK and Asia, including Oregon State University, University of South Florida, Colorado State University, Marshall University, Drew University, George Mason University, Saint Louis University, the University of Alabama at Birmingham, Washington State University, Suffolk University, Illinois State University and Hofstra University.

## Job overview

This position of Enrollment Services Specialist reports directly to the Assistant Director, Enrollment Services. This position may also take direction from the Director of Operations. The Enrollment Services Specialist assists with the management of all job duties related to the Enrollment Services unit. This position works in tandem with USF Admissions, the INTO USA Application Processing Center (APC) and other stakeholders related to requests or issues pertaining to a student's application and their enrollment.

Primary responsibilities include working with applicants who have applied directly to USF and have been referred to INTO USF (i.e. Cascades). Exemplary verbal and written communication as well as customer service skills are expected. This position requires handling admissions applications with great care and providing prompt follow-up and advising of any application materials that may be missing and required for either evaluation or confirmation. This position assists applicants who have requested to either defer their program start or change their intended program. Additional responsibilities include working with applicants on the confirmation process by means of collecting and reviewing their financial documents, securing their signed acceptance form, mailing-out their confirmation letter with I-20 and providing the mailer tracking information.

In addition to admissions responsibilities, the Enrollment Services Specialist will also process study plan adjustments for current students. This position works closely with the INTO USF's Admissions, Finance, International Services / Immigration, Student Services, Transcript Evaluations and Academic Advising teams. The Enrollment Services Specialist provides data entry and technology support to the Enrollment Services unit and works within multiple Customer Relationship Management (CRM) databases: Ellucian Banner, FileMaker Pro and Salesforce.com (SFDC). This position may also collaborate with USF's University Registrar's Office on data clean-up of student records related to Banner (i.e. attribute maintenance, curriculum updates). This position will be looked upon to assist with the development and maintenance of Enrollment Services documentation using Atlassian's Confluence. The Enrollment Services Specialist may also be asked to facilitate presentations to educational counsellors, INTO staff and members of the USF community, upon request.

This position assists confirmed and current students via email, phone or walk-in requests with the large majority of the requests being related to I-20 extensions, program adjustments or transfer-outs/withdrawals. This position will

also assist students through the clearance process as to ensure that their student schedule may be released timely. The role of the Enrollment Services Specialist will also handle Summer Break requests from continuing students as well as processing General English, F-2 Applications/Extensions.

## Reporting line

The Enrollment Services Specialist reports to the Assistant Director, Enrollment Services.

## Key responsibilities

This is a valued role in a growing, dynamic organization, so the duties and responsibilities may change over time, but will include the following:

- Handle the volume of walk-ins from prospective applicants and fielding telephone inquiries.
- Administer the process of updating applicant and student records.
- Creating and maintaining audit and processing spreadsheets using Microsoft Excel for reviewing and updating student records and performing data analysis using Banner, FileMaker and Salesforce data.
- Develop and maintain functional area documentation and Standard Operating Procedures (SOP) for Admissions and Enrollment Services processes in Confluence for documenting annual, monthly and day-to-day processes.
- The selected candidate should have a general understanding of enrollment services business practices.
- This position may assist with Banner Document Management Suite (BDMS) responsibilities that include uploading and scanning documents and indexing to the appropriate student record, as needed.
- Enrollment Services Specialist will have familiarity with student records requirements as well as an understanding of the Family Educational Rights and Privacy Act (FERPA), General Data Protection Regulation (GDPR) and student privacy laws.

## Location

This position is based at the University of South Florida, Tampa, FL. INTO USF is an independent employer housed on the USF campus.

## Salary

\$26k - \$32k, based on experience. Includes full benefits package. All employees are paid directly by INTO USF and as such are not considered USF employees

## Qualifications

### Essential

- Exemplary customer service experience and skills.
- 2 years of experience in office, administrative, or higher education setting.
- Experience handling detailed projects involving data entry and management.
- Proficiency with Microsoft Office (Excel, PowerPoint, Outlook, Visio, Word).
- Ability to communicate with, build and manage relationships with peers, senior managers, academic stakeholders, parents and students from a range of linguistic, ethnic and cultural backgrounds.
- Eligibility to work in the US.
- Bachelor's degree.

### Desirable

- Experience working in a university admissions office.
- Experience with Salesforce and / or Banner.
- Fluency with another language in addition to English.

### **Skills and Abilities**

- Ability to foster collaboration and trust, work collegially and inspire others to high levels of performance
- Superior interpersonal and communication skills, including an excellent ability to communicate with people from a wide variety of cultures and linguistic backgrounds
- Follow-through on assigned tasks
- Fluency in English essential
- Fluency or working knowledge of a language other than English desirable

### **How to apply**

To be considered for this position, please submit your **cover letter and resume** here:

[https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=784f8d56-cd0b-4d3e-a1ac-d483f8f0a37e&cclid=19000101\\_000001&jobId=52100&source=CC2&lang=en\\_US](https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=784f8d56-cd0b-4d3e-a1ac-d483f8f0a37e&cclid=19000101_000001&jobId=52100&source=CC2&lang=en_US)

**PLEASE NOTE: YOU WILL ONLY BE ABLE TO UPLOAD A SINGLE DOCUMENT. PLEASE BE SURE TO INCLUDE ALL YOUR PAGES TOGETHER AS ONE UPLOAD. ONCE YOU HAVE SUBMITTED, YOU WILL NOT BE ABLE TO GO BACK AND EDIT OR REAPPLY**

Application Deadline: May 22, 2019

For any questions, please contact [intousfhr@usf.edu](mailto:intousfhr@usf.edu)

INTO University Partnerships provides equal **employment opportunities** (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. INTO University Partnerships complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities.