

Mississippi College
Receptionist/Enrollment Verification Specialist

POSITION SUMMARY: The Receptionist/Enrollment Verification Specialist's primary responsibility is to greet constituents over the phone or in person in a professional manner. Additionally, this position will manage enrollment verifications and reporting to the National Student Clearinghouse.

ESSENTIAL FUNCTIONS:

1. Answer phone calls from faculty, staff, students and parents as they come through the front desk phone lines. All phone calls must be conducted to FERPA standards. This will require this position to develop a broad understanding of MC procedures and departments so that phone calls can be appropriately transferred.
2. Assist patrons as they come to the front desk with questions and forms; ensuring all forms are filled out correctly. Again, this position will be required to develop a broad understanding of MC procedures and departments so that questions and forms can be directly appropriately.
3. Process the following:
 - Enrollment Verification forms,
 - Loan Deferments forms to National Student Clearinghouse,
 - Ensure all request are imaged in the document imaging system
4. Clearinghouse Reporting:
 - Submit data to Clearinghouse every month during a semester; correct errors in a timely manner,
 - Correct SSCR/NSLDS Errors,
 - Submit Degree Verify submission at the conclusion of the semester; review students who were not reported as Graduated (G)
 - Complete Degree Verification Request through Clearinghouse
5. Orientation:
 - Contact academic administrative assistants prior to transfer orientations to determine locations for orientation,
 - Email list of students registered for orientation to academic departments and registrar's office,
 - Work with admissions to identify students registered at all orientations that do not have alternate pins,
 - Notify academic departments of transfer orientation major changes prior to registration,
 - Contact departments to assigned advisors after orientations have concluded,
6. OTHER RESPONSIBILITIES:
 - Participate in orientation/registration and graduation activities as needed,
 - Attend and contribute to staff meetings as appropriate,
 - Other duties as assigned,

DESIRED QUALIFICATIONS (and please list any physical qualifications of the job too):

Desired Qualifications:

- Associate's Degree or higher; bachelor's degree preferred.

- Prior experience as a receptionist or related field; Experience in Higher Education preferred.
- Excellent written and verbal communication skills along with professional dress and manner.
- Excellent computer skills with competency in Microsoft Office including Word and Excel; preferred experience with Banner or similar Student Information System
- Ability to work as part of a team.
- Attention to detail and the ability to work with diverse populations.

Reports to: Registrar

FLSA Status: Non-exempt