

**Enrollment Services Analyst (Temp PT)**  
**Community College of Allegheny County**

Direct Link: <https://www.AcademicKeys.com/r?job=260971>

Downloaded On: Aug. 11, 2025 7:08pm

Posted Aug. 11, 2025, set to expire Dec. 6, 2025

**Job Title** Enrollment Services Analyst (Temp PT)  
**Department** NA  
**Institution** Community College of Allegheny County  
Pittsburgh, Pennsylvania

**Date Posted** Aug. 11, 2025

**Application Deadline** Open until filled  
**Position Start Date** Available immediately

**Job Categories** Other Administrative Categories

**Academic Field(s)** Administration - Undergraduate Education

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**Apply By Email**

**Job Description**

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**Enrollment Services Analyst (Temp PT)**

**Position Title:** Enrollment Services Analyst (Temp PT)

**Department:** Enrollment Management

**Campus:** College Wide

**Remote Work Option:** Hybrid (May be subject to change)

**Work Hours (for hourly positions):** Schedule based off needs of the department, during college

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operating hours of Monday, Tuesday, Thursday and Friday 8:30am-4:30pm; Wednesday 8:30am-7pm.  
Some evenings and weekends during peak hours.

**Minimum Hourly Wage:** \$21.27

**Job Category:** Administrators

**Employment Type:** Temporary Part-Time

**Job Slot:** N/A

**Job Open Date:**

**Job Close Date:**

**General Summary:** Responsible for gathering information through various interactions, logging interactions in the ticket system, and provide level two support for all college users and general public. Escalates unresolved requests.

**Requirements:**

Bachelor's degree with at least one year related work experience.

Responsible for providing enrollment assistance and support related to enrollment services. Responds to interactions from the general public and the student population. Experience with working in an Information/Call/Contact center, Microsoft Office, Email, VoIP, remote support tools, and collaboration tools is desired.

This position will be required to report to any CCAC location to provide the necessary support.

**Duties:**

1. Serves as point-of-contact and primary communicator of CCAC Enrollment Services in particular in support of Admissions, Financial Aid, Registration, Academic Advising and Student Accounts.
2. Receives Information Center requests via voice, email, chat, voice mail, web conferencing and self-service.
3. Utilizes enterprise level tracking software to create, assign and monitor service tickets, service requests and major incidents according to established standards.

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4. Provides enrollment assistance and instruction to students to facilitate the enrollment process.
5. Work collaboratively with enrollment services staff across the College and other divisions of the college to accomplish departmental, divisional and institutional goals.
6. Participate in regular reviews of tickets and service requests to assure quality standards. Assist in the creation and maintenance of enrollment services standard procedures, subject protocols, and knowledge base for students and staff. Create documentation to increase knowledge sharing and document issues/solutions in a complete, concise manner for use in knowledgebase system.
7. Escalates unresolved situations to appropriate enrollment services staff.
8. Recommends needs for user training and documentation.
9. Participates in college wide events and trainings. Continue to update and keep technical skills current to maintain high level of product knowledge in areas of assigned responsibility.
10. Serves as enrollment services subject matter expert.
11. Performs other duties as required or as assigned.

**Clearances:** Current criminal record/child abuse clearances will be required if offered the position and in order to be employed at the College. The three clearances are Pennsylvania Child Abuse History Clearance, Pennsylvania State Police Criminal Records Check, and Federal Bureau of Investigations (FBI) Criminal Background Check. The College has provided instructions on how to obtain these clearances and are available [here](#).

**To view the full job posting and apply for this position, go to:**  
<https://ccac.csod.com/ats/careersite/JobDetails.aspx?id=1795>

### Contact Information

Please reference Academickeys in your cover letter when

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applying for or inquiring about this job announcement.

**Contact**

NA

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