

**Enrollment Services Generalist
College of Lake County**

Direct Link: <https://www.AcademicKeys.com/r?job=264154>

Downloaded On: Oct. 20, 2025 6:10pm

Posted Oct. 20, 2025, set to expire Feb. 14, 2026

Job Title Enrollment Services Generalist
Department Welcome & One Stop Center Team
Institution College of Lake County
Grayslake, Illinois

Date Posted Oct. 20, 2025

Application Deadline Open until filled
Position Start Date Available immediately

Job Categories Professional Staff

Academic Field(s) Administration - Other

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Apply By Email

Job Description

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**Enrollment Services Generalist
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**Part Time
REQ-00000602**

Why choose the College of Lake County for your next opportunity?

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The College of Lake County (CLC) offers a competitive salary, excellent benefits that includes Blue Cross Blue Shield of Illinois health, Delta Dental and Superior Vision insurance plans, tuition support for employees and qualified family members, three retirement plans, disability, group and supplemental life insurance, health and dependent care flexible spending account plans, a compressed work week in the summer (Closed Fridays!), generous vacation, sick and personal time off and 14 paid holidays each year. Some benefits will not be available for part-time or part-time under 20 hours employees (ex: health insurance).

Position Title:

Enrollment Services Generalist

Department:

Welcome & One Stop Center Team

Position Type:

Staff

Job Family:

Classified

Job Summary:

Under general direction of the Manager, Welcome and One Stop Center the Enrollment Services

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Generalist provides up to date, accurate information and assistance to students, staff, departments and community. The incumbent delivers comprehensive general information regarding all aspects of college procedures, programs and services that pertain to the enrollment process, as well as handling confidential information pertaining to our students. The Enrollment Services Generalist supports the registration of students in courses according to established guidelines which may require some judgment in the application of policies and procedures. Provide excellent customer service including communication and the ability to handle with complex issues under pressure.

Posting Date:

10/17/2025

Expected Start Date:

11/10/2025

Compensation Grade:

B22

Full-Time/Part-Time:

Part time

Location:

Lakeshore Campus

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Total Hours Per Week:

24

Job Description:

Student/Customer Service | 65%

- Serves as a frontline advocate in the Welcome and One Stop Center who provides information to students and parents by interpreting Federal, State and College policies and procedures appropriately as well as follow the guidelines of the Family Educational Rights and Privacy Act (FERPA). If necessary, route inquiries to appropriate person and other departments. The advocate's principal role is to represent College of Lake County and answer a broad range of questions concerning financial assistance, registration, records, payment options, testing, and other programs. This includes specific information about eligibility criteria, application process, procedures and appropriate deadlines, specific aid status information, loan information, and regulatory and institutional requirements.
- Participates in ongoing cross training activities to serve as an expert representing Records, Registration Services, Financial Assistance, Business Office and other related fields with the purpose of providing exceptional service and accurate information to students and other College of Lake County stakeholders.
- Works independently under minimal supervision to serve as a consistent, accurate daily resource for prospective students, students, parents, faculty, staff, visitors and other stakeholders.
- Integrate and explain policies and procedures of all areas of enrollment services and other closely related areas to all constituents. Be able to anticipate students' needs by considering all aspects of enrollment services. This position will be providing this level of service on all communication channels, including in-person, email, live chat, and phone.
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Conducts call campaigns to assist with engagement, recruitment, retention and completion efforts.

- Provide exceptional start-to-finish Welcome and One-Stop Center services by applying customer service skills, knowledge, advocacy and professional judgment to address both simple and complex matters to ensure all stakeholders have a positive experience.
- Apply an in-depth knowledge to explain administrative and compliance requirements for federal, state and institutional aid programs.
- Advise students on issues that may change their enrollment, account, and financial aid status including the potential effect of changes in their course load, withdrawal from their classes and eligibility for a refund of tuition charges, and adherence to the Satisfactory Academic Progress standards policy and appeal process. Make sure proper documentation is received and filled out correctly. Interpret student account financial aid status as it relates to students receiving FAFSA.
- Assist students in understanding their financial obligations and educating them on how College of Lake County, federal, state and third-party resources can provide assistance.
- Utilize critical thinking, problem solving and experience with student issues to be proactive in addressing potential student concerns, identifying potential barriers within the student enrollment process and initiating steps resulting in resolution.
- Assist students by performing appropriate follow up and coordination with team members. This includes working with employees in a team environment and providing accurate student information and assistance to other team members in and/or outside of their functional area.
- Assist students in making informed decisions by providing ethical, timely, accurate, and comprehensive enrollment options and program information.
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Keep abreast of college, departmental, federal and state regulations and policies. Exercise authority to implement changes and make exceptions as appropriate.

- Have a strong working knowledge of PeopleSoft, Syst Aid Chat, and Navigate systems, and be able to use the system effectively to assist students.
- Contribute to the efficiency and effectiveness of the Welcome and One-Stop Center by offering suggestions to improve the level of student services and participating in work plans as an active team member.
- Participate in training and professional development activities.
- Demonstrate excellent oral, written and interpersonal communication skills, with experience delivering positive and negative messages and using conflict management to handle adverse situations. Interact and establish a professional rapport with students, parents, faculty and staff throughout the College.
- Train students how to use online enrollment services functions to support admission, registration, and payment activities. Educate students on how to access College information available on the internet.
- Provide a standard monthly answer rate, as well as support and services to other divisions through the department specific call center.
- Provide general office online CHAT and email support and Services.
- Follow all institution and regulatory policies, procedures and standards. Utilize self-appraisal to determine progress in meeting performance management system objectives and career goals.

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Data entry/Reporting | 25%

- Generate various reports regarding students and prospective students.
- Assist in maintaining confidential student records for Financial Aid, Registration Services, and Records and Cashiers, including filing and scanning.
- Input various data collected on the student profile with accordance to policy and procedure as it relates to financial aid, Records, Registration Services and student accounts.

Department Operations and Processes | 5%

- Work may include rotation of duties for the Welcome and One Stop Center and support for back of house office operations.
- Coordinate services which connect students to meet with advisors or specialists from Academic Advising, Counseling, the Career Center and other college departments as necessary.

Other | 5%

- Assist the Manager with the training and supervision of student employees.
- Assist with continuing assessment and evaluation of Welcome and One Stop Center processes. Provide suggestions to enhance the delivery of enrollment services information provided in person, over the telephone, and via the internet.
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May be required to lead training for areas of specialization to other Welcome and One Stop Center staff as well as personnel from other Student Development Departments.

- Report PeopleSoft problems to the computer technical support group. Follow-up and verify corrections or changes.
- All Welcome and One Stop Center staff members are expected to present a professional, businesslike image to visitors, customers and the public. The College will provide all Welcome Center staff members with uniform options and expect that staff wear one of these options on all occasions, unless otherwise approved.
- Perform other job-related duties.

Required Qualification(s):

- High School diploma or equivalent with a minimum of three (3) years' general office experience OR an Associates degree required with two (2) years of general office experience
- Ability to work effectively and constructively with persons of diverse cultures, gender identities, language groups, and abilities; demonstrate sensitivity to and ability to work with the diverse academic, socioeconomic, cultural and ethnic backgrounds of community college students, faculty, and staff, including those with disabilities; establish and maintain effective working relationships with those contacted in the course of work.
- A high level of interpersonal and communication skills are required.
- Incumbent must be able to give and receive advice and opinions and interact with individuals in situations requiring sensitivity and tact.
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Commitment to providing excellent customer service.

- Problem solving skills.
- Must be able to use a computer to enter, retrieve and manipulate data is required.
- Ability to sit or stand and interact with public (internal/external) continuously.

Desired qualification(s):

- Experience in a high-volume cashiering operation.
- Ability to multitask between various computer programs and assisting students.
- Work experience in an educational setting.
- Experience in student services (such as registration, financial aid, admissions, orientation) or customer service (such as contact center, sales, marketing). 5. Prior experience with community college students or Welcome and One Stop center preferred.
- Experience with PeopleSoft, Navigate and Syst Aid (online CHAT) technology a plus. Excellent problem-solving skills and demonstrated professionalism required.
- Experience working in a large office setting.
- Bilingual in Spanish and English.

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Hours for position:

Monday - Thursday 1:30 P.M. - 7:30 P.M.

Pay:

\$17.73/hour

EEO Statement

College of Lake County is an Equal Opportunity Employer with a policy of non-discrimination. Qualified applicants are considered without regard to race, color, religion, sex (including pregnancy, sexual orientation, or gender identity), national origin, age (40 or older), disability and genetic information (including family medical history).

To apply, visit https://clc.wd5.myworkdayjobs.com/en-US/External/job/Lakeshore-Campus/Enrollment-Services-Generalist_REQ-00000602-1

Contact Information

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

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Contact

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