Washington Unified School District

CLASSIFICATION: ENROLLMENT SPECIALIST

SALARY RANGE: 43

BASIC FUNCTION

Under general supervision, the Enrollment Specialist performs specialized clerical and technical duties to support the District's centralized student enrollment and registration programs. The Specialist serves as a primary point of contact for families, school staff, and community members regarding enrollment processes, student records, and compliance with applicable laws, policies, and procedures. Additionally, the Specialist is responsible for providing welcoming, courteous, professional, and responsive customer service throughout the enrollment process, including timely communication and appropriate follow-up. The position requires strong attention to detail, excellent customer service skills, proficiency with student information systems, and the ability to interpret and apply enrollment regulations.

ESSENTIAL FUNCTIONS

Provide courteous and responsive customer service via phone, email, and in-person interactions with families and community members, ensuring timely responses, appropriate follow-up, and resolution of questions and concerns.

Process and maintain new student enrollments, inter/intra transfers, withdrawals, and re-enrollments in accordance with District policies and procedures.

Process and maintain new student enrollments, transfers, transfer revocations, withdrawals, and re-enrollments in accordance with District policies and procedures, including preparing and issuing related correspondence and notifications.

Prepare and distribute correspondence, including enrollment confirmations, transfer approvals, transfer revocations, residency determinations, and other enrollment-related notifications.

Process, verify, and maintain student work permits in accordance with California Education Code and District procedures.

Provide cross-functional support and perform related clerical and technical duties as assigned to ensure continuity of enrollment and student services operations.

Collect, verify, update, and enter student demographic data and required documentation (immunizations, residency verification, academic records) into the Student Information System (SIS).

Ensure accuracy and completeness of enrollment records and follow up on missing or inconsistent information.

Respond to inquiries from families, school sites, and District staff regarding enrollment requirements, paperwork, deadlines, and procedures

Assist in audit preparation and data reconciliation activities as needed.

Educate families about District enrollment options, timelines, eligibility requirements, and related processes.

Use the District's student information system (SIS), databases, spreadsheets, and other software to process and track enrollment information and generate reports.

Meets monthly with applicable District departments to assist in the coordination of enrollment statuses and projections, and generates informational reports as requested from the team.

Support the implementation and maintenance of enrollment-related systems and tools.

Prepare correspondence, reports, forms, and records related to enrollment transactions.

Meet with families to assist with incomplete or partial enrollment forms and tasks.

Review new incoming enrollments and immunization records. Enter valid immunization records into District applicable platforms and determine eligibility for students to start school.

Responsible for centralized registration for grades TK-12 and enrollments for TK-8 grades. Will support high school enrollments during the summer months.

Oversees revocations and inactive student enrollments. Communicates with the supervisor regarding changes to student statuses.

Communicates enrollment periods and processes to families and the community, including maintaining current enrollment information on the District website.

Maintains appropriate filing systems and performs routine clerical tasks as assigned.

DEMONSTRATED KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Student enrollment, registration, transfers, withdrawals, re-enrollment, and residency verification procedures.
- Student Information Systems (SIS), databases, data entry, records management, and report generation.
- FERPA and laws governing the confidentiality and security of student records.

- Recordkeeping, data verification, audit preparation, and documentation practices.
- Customer service principles and effective communication techniques.
- District enrollment options, attendance boundaries, and interdistrict and intradistrict transfer procedures.
- Modern office practices, business correspondence, filing systems, and standard office software.

ABILITY TO:

- Accurately review, verify, and process enrollment documentation within established timelines
- Interpret and explain enrollment requirements and procedures clearly and respectfully to families and staff
- Maintain confidential and sensitive information with professionalism and discretion
- Enter, update, and reconcile student data with a high level of accuracy and attention to detail
- Communicate effectively, both orally and in writing, with families, school staff, and District departments
- Provide calm, supportive customer service, including in high-volume or time-sensitive situations
- Prioritize tasks, manage multiple deadlines, and work independently with minimal supervision
- Identify discrepancies or missing information and follow up appropriately to ensure compliance
- Work collaboratively with school sites, Student Services, Special Education, and other District departments
- Use standard office technology, including computers, email, spreadsheets, and databases
- Adapt to changing laws, procedures, and enrollment requirements
- Demonstrate cultural competence and interact effectively with families from diverse backgrounds

EDUCATION, TRAINING, AND/OR EXPERIENCE

High school diploma or equivalent required; additional coursework in education, public administration, or related field is desirable.

Demonstrated experience (typically 1–3 years) in student enrollment, registrar support, customer service, office clerical work, or related technical duties.

Experience working in a K-12 or public education environment is preferred

WORKING CONDITIONS

Bends and twists at the waist, kneels or crouches to retrieve and file materials. Sits for extended periods of time. Frequently lifts and/or carries up to 10 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.