**Student Services Specialist**

<table>
<thead>
<tr>
<th><strong>Department:</strong> Enrollment Management</th>
<th><strong>Job Status:</strong> Full Time</th>
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<tbody>
<tr>
<td><strong>FLSA Status:</strong> Non-Exempt</td>
<td><strong>Reports To:</strong> Student Services Coordinator</td>
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<td><strong>Grade/Level:</strong> Classified IV</td>
<td><strong>Amount of Travel Required:</strong> No travel required</td>
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<tr>
<td><strong>Work Schedule:</strong></td>
<td><strong>Positions Supervised:</strong></td>
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<tr>
<td>Monday - Thursday 8AM - 6PM</td>
<td>Student Workers</td>
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<tr>
<td>Friday 8AM - 12PM</td>
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<td>Or as assigned by the supervisor</td>
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**PURPOSE:** Provide front-line customer service functions to students and visitors in the Student Services Building. Student Services Specialist must maintain a broad base of knowledge in order to assist students in a friendly yet efficient manner.

**MAJOR RESPONSIBILITIES:**

- **Admissions** – Assist students with applications and general questions related to the admissions process. Provide general information regarding requirements for high school transcripts, college transcripts, GED and other necessary items for admission. Have clear understanding of residency requirements to properly advise students and refer to Admissions Coordinator as appropriate.
- **Financial Aid** – Assist students with all aspects of the financial aid process. Serve as a resource to assist students complete FAFSA and resolve outstanding issues. Have clear understanding of financial aid verification process and assist students with such. Fully understand NTCC Financial Aid resources to be able to convey basic program eligibility requirements to students while understanding there are special circumstances that must be referred to the Financial Aid Department for resolution.
- **Enrollment Services** – Answer questions and provide assistance with registration, orientation scheduling, degree audits/advisement referrals, and online enrollment.
- **Registrar** – Answer questions and/or assist with transcript requests, change of personal information (name, address, etc.), schedule changes, complete withdrawals, insurance verifications and FERPA forms.
- **Business Office** - Process payments for all charges. (Follow Controller’s established cash handling procedures and balance cash drawer daily.) Issue student ID’s and parking stickers. Provide student account information and offer assistance with payment plans.

**Competency Statement(s)**

- Communication - Ability to communicate verbally and in writing clearly and concisely.
- Customer Oriented - Ability to take care of the customers’ needs while following company procedures.
- Detail Oriented - Ability to pay attention to the minute details of a project or task.
- Enthusiastic - Ability to bring energy to the performance of a task.
- Friendly - Ability to exhibit a cheerful demeanor toward others.
- Initiative - Ability to make decisions or take actions to solve a problem or reach a goal.
- Interpersonal - Ability to get along well with a variety of personalities and individuals.
Reliability - The trait of being dependable and trustworthy.
Technical Aptitude - Ability to comprehend complex technical topics and specialized information.

QUALIFICATIONS:

Education: Bachelor’s Degree (preferred) or Associates Degree+Related Experience (required)

Experience: Minimum of two (2) years in a customer service or related field

Knowledge Required: Office management methods, and procedures; good interpersonal skills for dealing effectively and cooperatively with staff and public; basic math and budget procedures; understanding of English grammar and usage, business letter writing, spelling, punctuation, and vocabulary; telephone etiquette.

Skills Required: Office skills, work independently; organize work load; type 50 words per minute accurately; follow oral and written directions; exercise sound judgment; maintain office records; compose letters; learn LRC and college policies and procedures; work well under stress; operate basic office machines (copier, fax); comfortable with technology; adaptable to change; working knowledge of at least one major word processing, spreadsheet, and database program (Microsoft Office applications strongly preferred); experience using Internet.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually very quiet.

Physical and Mental Requirements: Ability to maintain concentration level while dealing with interruptions. Attention to details, with emphasis on accuracy in data entry. Capable of giving, receiving, and analyzing information, formulating work plans, and articulating goals and action plans. Walking; standing; good listening skills; frequent stressful conditions; sitting for long periods of time; lack of mental impairment; frequent decision making ability. This is an inside office position with minimal safety/health hazard potential.

SIGNATURES:

Student Services Specialist

Dean of Enrollment Management

Vice President Student & Outreach Services

President

Job Description Developed: 2000
Revised: October 2014
Kim Lawrence