Job Description

Job Title:	Education Support Specialist	**Grade:**	H
Department:	Enrollment and Student Services – North Campus	**FLSA:**	Non-Exempt

The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.

General Function:

Assist potential and current students with locating and accessing services including but not limited to enrollment, registration, advising, testing and financial aid.

Characteristic Duties and Responsibilities:

1. Provides customer service in person or by telephone, internet, fax and mail.
2. Refers internal and external customers to the appropriate department and personnel for assistance.
3. Provides support for other Enrollment and Student Services functions (Academic Learning Center, career services, disability services, international student services, etc.) as assigned by immediate supervisor.
4. Assists in the intake and coordination of enrollment processes with the Student Success Center.
5. Organizes and maintains testing files, administers placement and course tests; coordinates testing requirements with instructors and the Testing Center.
6. Performs tasks to create student identification cards.
7. Assists students by asking questions and clarifying issues before referring students to a service area.
8. Provides administrative/clerical support to the Director for Enrollment and Student Services.
9. Monitors and maintains office equipment and supplies; restocks as appropriate.
10. Performs other duties as assigned.

Reporting Relationships:

Direction Received: Reports to Director Enrollment and Student Services
***Direction Given*:** No authority or responsibilities for the supervision of others, project direction, or program administration

Minimum Requirements:

Associate's Degree from a regionally accredited institution with one year of full-time work experience in an office or customer service environment

The intent of this job description is to provide a representative summary of the essential functions that will be required of positions given this title and should not be construed as a declaration of specific duties and responsibilities of any particular position. Employees will be assigned specific job-related duties through their hiring departments. Specific job-related duties assigned by hiring departments shall be consistent with the representative essential functions listed above and shall not be construed as expanding a particular position's role, scope, FLSA status, or grade.

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Knowledge, Skills, Abilities and Worker Characteristics:

Knowledge of programs and curriculum offered by the college
Knowledge of registration and the intake process
Basic knowledge of enrollment and student services offered by the college
Basic knowledge of testing administration procedures
Computer skills
Communication skills
Ability to provide quality customer service
Ability to work with individuals from diverse backgrounds

Working Conditions:

Typical office environment; infrequently lifting and carrying items up to 10 lbs.; infrequently twisting or bending at the waist or reaching overhead; infrequently traveling between buildings on campus or to other campuses; frequently listening to and talking with students, faculty and other staff members either in person or by telephone; frequently sitting at a desk or workstation using a computer display, keyboard, and mouse

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