Job Description

Job Title:	First Year Experience Facilitator	**Grade:**	H
Department:	First Year Experience	**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:

To assist with the facilitation of the First Year Experience program and related activities.

Characteristic Duties and Responsibilities:

1. Assists students with enrollment steps.
2. Provides miscellaneous technical and academic support.
3. Conducts Orientation sessions.
4. Maintains participant information.
5. Facilitates Peer Monitoring activities.
6. Provides customer service in person or by telephone
7. Refers internal and external customers to the appropriate department and personnel for assistance.
8. Assists students by asking questions and clarifying issues before referring students to a service area.
9. Performs other duties as assigned.

Reporting Relationships:

Direction Received: Director of First Year Experience

Direction Given: Leading, coordinating and monitoring work of other employees who perform same type of work as this position

Minimum Requirements:

Associate's degree from an accredited college or university and 6 months experience in a college, customer service or administrative working 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. September 2011

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Knowledge, Skills, Abilities and Worker Characteristics:

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
Academic Skills
Ability to provide consistently high quality customer service
Ability to work with individuals from diverse backgrounds

Working Conditions:

Typical office environment

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