

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. Conduct Pre-Enrollment preparation sessions.
- 2. Maintain participant information.
- 3. Facilitate Peer Monitoring activities.
- 4. Provides customer service in person or by telephone
- 5. Refers internal and external customers to the appropriate department and personnel for assistance.
- 6. Assists students by asking questions and clarifying issues before referring students to a service area.
- 7. 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



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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

Ability to provide quality customer service

Ability to work with individuals from diverse backgrounds

Working Conditions:

Typical office environment