
JOB TITLE: Student Services Specialist

DEPARTMENT: ECC Rolla

LOCATION: ECC Rolla Main

REPORTS TO: Director, ECC-Rolla

FLSA: Non-Exempt

LEVEL: 104

DATE: 10/25/19; 09/07/2012

POSITION SUMMARY: Provide students, visitors, faculty, and staff quality service by sharing accurate information and knowledge in the broad areas of admissions, registration, financial aid, financial services, and other processes. Serve as the onsite central point of contact for faculty, staff, students, and visitors at ECC Rolla Main.

EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS: *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* Associate Degree or equivalent; one year related experience; ability to handle emergency situations using reliable judgment; maintain current CPR/AED and First Aid Training.

ESSENTIAL TASKS: *Employee must be able to perform the following essential functions to the satisfaction of the employee's supervisor.*

- Create an atmosphere of effective, efficient, friendly and reliable service, providing an easy, accessible, credible resource from which individuals can access information including academic programs, enrollment processes, financial aid programs, and financial services.
- Provide enrollment and general information services to prospective students and refer students and visitors to college personnel, according to established protocol to facilitate recruitment/retention efforts.
- Process admission applications, registration related forms (including but not limited to registration forms, drop/add forms, declaration of major information for students, etc), and other forms as described in established protocol.
- Assist students in understanding course offerings, adding, dropping, waitlisting, auditing and withdrawing from courses. Provide students with information regarding residency.
- Enhance customer service and help with problem solving for customers while maintaining a calm and positive manner.
- Create ECC Rolla student IDs and work with Rolla Technical Center (RTC) personnel to create RTC students and faculty IDs.
- Assist students with the college's online resources including but not limited to the college website, eCentral, Online Learning, and student email.
- Schedule and screen appointments for advisors, counselor, financial aid and other extension site staff.
- Work with students, parents and college personnel to explain financial aid programs and scholarships. Provide disbursement information to students and parents including availability of funds, balances owed and basic information regarding financial holds, eligibility for financial aid and the college's satisfactory academic progress policy. Provide assistance and information about financial need, indebtedness and responsibilities associated with obtaining grants, loans and scholarships.
- Support all areas of Student Services, e.g. Admissions, Advisement, Registration, as needed, track student visits, and participate in recruitment and retention efforts/projects as assigned.
- Answer incoming calls, provide equivalent customer service and information, and/or direct calls to appropriate college personnel. Greet and respond to inquiries regarding departmental matters, providing specialized information regarding policies, procedures, rules and regulations.
- Receive and post cash transactions and perform related cashier functions including change fund, daily balancing of funds, prepare bank deposits verifying amounts against computer reports, maintain appropriate files of all payments received.
- Answer financial related inquiries regarding student accounts, assist students with setting up payment plans, calculate charges and refunds and verify student loan and grant amounts and communicate related information effectively to students.
- Scan and link student documents into the college's electronic information system.
- Serve as a resource to employees, students, and visitors, for information on classes, events, activities, facility information, etc.
- Work closely with all personnel to assist faculty with equipment, room usage and other needs as they arise during work shift.
- Assist with site events (ie, orientations, college open house events, etc.) and other special projects, as requested.
- Attend professional development/training/staff meetings.

- Assist with the development of policies and procedures, keeping the procedures manual current.
- As the need arises, serve as a first responder for campus emergency situations according to the established protocol, work with the appropriate college personnel to coordinate classroom notifications, document all incidents appropriately, know all emergency procedures and maintain access to facilities schedule to be utilized as needed. Monitors weather conditions as it relates to classes and events and notify appropriate college personnel according to protocol.
- Conduct college business in a professional and ethical manner that includes the College's core values of integrity, diversity, empowerment, service, learning and collaboration.
- Perform assigned responsibilities, other related duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner and with minimal supervision.
- Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty and the general public.
- Ensure that all activities are conducted within the established College policies, FERPA guidelines and other applicable laws pertaining to employment and education.

KNOWLEDGE, SKILLS, and ABILITIES: Knowledge of college policies, procedures, and practices with the ability to answer work related questions, and/or interpret and apply these guidelines correctly in various situations; thorough knowledge of all ECC programs and services; knowledge of the Family Educational Rights and Privacy Act (FERPA); ability to handle confidential material judiciously; perform job duties in a safe and efficient manner; well organized and self-disciplined; ability to work independently and in a team environment; ability to interpret and enforce academic policy and procedures under wide variety of circumstances; knowledge of general office procedures; an understanding of financial aid programs and regulations; an understanding of ECC's degree and certificate plans.

COMMUNICATION SKILLS: Strong written and oral communication skills; ability to establish and maintain positive working relationships with other employees; strong customer service orientation; ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion; positive attitude; ability to interact effectively with diverse student populations and a wide variety of coworkers; ability to multitask, solution oriented; detail-oriented; critical thinking skills, ability to read, understand and correctly apply rules and regulations; ability to work in a fast paced and stressful environment while maintaining a friendly and courteous manner; understand and communicate complex governmental regulations and delivery systems affecting financial aid, financial services, admissions and registration.

EQUIPMENT AND SOFTWARE: Current information technology used by the college and department, including but not limited to, Microsoft Office, Outlook, Ellucian, ImageNow, etc.; use of technical computer applications, e.g. FAFSA; use office machines such as telephones, fax machines, copiers; effective keyboarding skills.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT: *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, reach; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard.

POSITIONS SUPERVISED: None

SIGNATURES: *This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to the job.*

I have read and reviewed the job description and I agree to perform the duties according to my supervisor's expectations and the College's policies and procedures. I acknowledge the College's right to revise the job description.

Employee Signature/Date

NOTICE OF NON-DISCRIMINATION – *East Central College does not discriminate on the basis of race, color, religion, national origin, ancestry, gender, sexual orientation, age, disability, genetic information or veteran status. Inquiries related to employment practices may be directed to Human Resources Director, 005-D Multipurpose Building, telephone number 636-584-6712 or hrnotice@eastcentral.edu.*