

JOB TITLE: Student Services Specialist

DEPARTMENT: Student Development

LOCATION: Union Campus

REPORTS TO: Director, Advising and Counseling

FLSA: Non-Exempt

LEVEL: 104

DATE: 11/4/21; 5/17/20; 9/19/18, 11/2/17

POSITION SUMMARY: Provide students, visitors, faculty and staff with one-stop quality service by sharing accurate information and knowledge in the broad areas of admissions, advising/counseling, financial aid, registration, and other processes administered by the Division of Student Development.

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.

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.
- Serve as first point of contact for new students and community members, in person, online or by telephone, by disseminating college information including academic programs, enrollment processes and financial services.
- Provide information related to campus and community resources as appropriate to the individual student/customer.
- Provide testing information to students and community members including HiSET classes and testing dates.
- Track student visits using multiple methods.
- Work with students, parents and college personnel to explain financial aid programs and scholarships, as well as financial aid processes. 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.
- Assist students in conducting registration activities such as understanding course offerings, adding, dropping, waitlisting, auditing and withdrawing from courses. Provide students with information regarding residency.
- Assist students with online services, including the student portal and online processes.
- Screen and assist students to schedule appointments for advisors, counselors, financial aid and/or other division staff.
- Issue and re-issue student ID cards and staff ID cards.
- Retrieve and present data and reports regarding student visits at the Student Service Center.
- Answer main phone line as college phone operators and respond to incoming calls by providing accurate information.
- Direct phone calls to Student Development departments and other college divisions and departments including Financial Services Cashier, Bookstore, Learning Center, Testing Center, Center of Workforce Development, and AEL/HiSET.
- Respond to and direct incoming Student Services emails to other Student Development departments and other college divisions and departments.
- Provide enrollment and general information services to prospective students to facilitate recruitment/retention efforts.
- Enhance customer service and help with problem solving for customers.
- Guide prospective students in determining appropriate entry level, completing admission documents, and meeting college requirements. Refer students and visitors to college personnel, according to established protocol.
- Implement Communication Plan for each semester to notify students via phone, email, and text regarding Priority Deadline of Financial Aid Documentation and Tuition and Fee Deadline.
- Collaborate with Financial Aid department, Financial Services Cashier, and Enrollment Services Business Analyst on notifying students on the Financial Aid Student Payment Plan of missing documents, availability of funds, and balances owed.
- Assist with the development of policies and procedures, keeping the procedures manual current.
- Attend regular training sessions on division changes and professional development.

- Report suspicious or odd/unusual behavior and situations to appropriate staff or authority
- Assist with campus events (ie, orientations; open registrations on campus and at satellite sites, college fairs, commencement) and other special projects, as requested.
- Conduct college business in a professional and ethical manner that includes the College's core values of integrity, diversity, empowerment, service, learning and collaboration.
- 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.
- Perform assigned responsibilities, other related duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner and with minimal supervision.

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, Google Sheets, Google Forms, Ellucian, Perceptive Content, etc.; use of technical computer applications, e.g. FAFSA; use office machines such as telephones, scanners, 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 lift, carry, push, and/or pull up to 10 lbs; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard.

POSITIONS SUPERVISED: None

SIGNATURE: *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 at 636-584-6710. East Central College is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to individuals with disabilities.*