



JOB TITLE: Student Service Specialist – Lead

DEPARTMENT: Student Development

LOCATION: Union Campus

REPORTS TO: Vice President of Student Development

FLSA: Non-Exempt

LEVEL: 105

DATE: 10/4/23; 7/1/2022 (new position)

POSITION SUMMARY: Responsible for the oversight of the Student Service Center (SSC) to ensure students, visitors, faculty, and staff receive one-stop quality service. Train, lead, and equip Student Services Specialists Team and backup personnel with the appropriate processes, policies, procedures, resources, and tools needed to be successful in supporting students' educational and personal goals. Responsible for planning, organizing, and evaluating the sharing of accurate information and broad knowledge in the broad areas of enrollment services, advising & career, financial aid, registration, wellness services, and other processes administered by the Division of Student Development. Train, lead, and equip Student Services Specialists Team and backup personnel in serving in the capacities of the College Information Desk and Phone Center.

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.
- Train, lead, and equip Student Services Specialist Team and back-up-Student Development personnel in all aspects of job responsibilities with the appropriate processes, policies, procedures, resources, and tools.
- Coordinate daily schedules of Student Services Specialists Team to ensure that the Student Service Center has appropriate staffing throughout its business hours.
- Plan and lead Student Services Specialist Team meetings, which include training of new processes, policies, and procedures, reviewing current processes, policies, and procedures, professional development, and team building.
- Coordinate with other Student Development departments to train Student Services Specialist Team on new and current processes, policies, and procedures in the Student Development Division.
- Assist with the review, editing, and development of processes, policies, and procedures for the Student Services Specialists Team and Student Development Division.
- Maintain and update an accurate Student Services Specialist Team Procedure Manual.
- Update multiple campus phone extension lists to support the role as the college phone operators.
- Develop and implement a system for feedback to support continuous improvement for the SSC.
- Maintain reporting system for the services provided at the SSC.
- Backup Student Service Center data, reports, processes, policies, and procedures.
- Retrieve and present data and reports including, but not limited to, student and community member visits, main college phone line statistics, and frequently asked question trends at the Student Service Center.
- Perform all of the roles and functions of a Student Services Specialist.
- 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.

LEADERSHIP AND COMMUNICATION SKILLS: Ability to follow technical instructions, procedure manuals, and charts to solve practical problems; and/or compose routine or specialized reports or forms and business letters; and/or ensure compliance with clear guidelines and standards; ability to communicate effectively in a tactful and courteous manner with a variety of people, including students, employees, faculty, and the general public; ability to communicate clearly and concisely, both orally and in writing; ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion; ability to handle confidential material judiciously and relay negative information in a positive manner; ability to interact effectively with diverse student populations and a wide variety of co-workers; employee development and performance management; ability to comply

and enforce policies, procedures, and instructions; ability to communicate effectively verbally and written to work with a diverse workforce and student population to prioritize and delegate projects, exchange ideas, information and opinions effectively with others to formulate policies and programs and/or arrive at decisions, conclusions or solutions; direct, manage, or lead others; may determine work procedures, assign duties, maintain harmonious relations, or promote efficiency; may develop and administer operational programs.

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.

DECISION-MAKING AND LEADERSHIP SKILLS:

Decision-making is a significant part of job, affecting a large segment of the school administration and the public; ability to identify, understand, analyze and design unique and innovative solutions to complex challenges; assist in accomplishing team results by communicating expectations and planning and monitoring team goals; adhere to college and department processes, policies, procedures, and practices; perform all job duties in a safe and efficient manner.

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 at a circulation desk in a lobby setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; extended periods of time viewing computer monitor; may require flexibility of schedule to include occasional night and/or weekend work and overnight travel for conferences.

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 light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

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.*