

CLASSIFICATION SPECIFICATION

Collegewide Student Support Specialist

FT/PT Class Code: T05150, T05750 Pay Grade: B/C 10 FLSA: Non-Exempt Est. 11/1/21

SUMMARY STATEMENT: An incumbent is responsible for ensuring student success by delivering an exceptional student-centered experience to assist and guide students with steps for application, enrollment, testing, advising, financial aid, and payment. Collaborates with multiple departments across the College to support student enrollment and persistence. Communicates with students and other customers to address a variety of needs, questions, and concerns. Utilizes a variety of technology and software platforms to interact with students and resolve issues.

NATURE AND SCOPE:

An incumbent typically reports to a student affairs manager and works in the collegewide student support center. The incumbent triages students' needs using various technologies, including but not limited to phone, email, text, and instant messaging. The incumbent is responsible for ensuring students are provided with comprehensive supports and resources. Additionally, incumbent maintains and/or accesses student records and student databases in order to verify and process student information, registration, and other records. The incumbent may recommend and schedule placement testing or other assessments or appointments that are required or recommended by the College. Interaction with students and the public will also be expected through outbound communication strategies. The incumbent collaborates with all divisions to address student and community needs. Regular contacts include students, alumni, parents/family members, community members, faculty, and staff.

PRINCIPAL ACCOUNTABILITIES:

An incumbent may perform any combination of the below listed accountabilities:

1. Identifies and resolves student questions, needs, and complaints, ensuring excellent customer service and a focus on putting students at the center.
2. Accesses, reviews, verifies, and/or processes student information, including but not limited to admission applications, registration materials, course records, financial aid status, payment information, and other collateral documents.
3. Accurately triages, routes, and documents all contacts. Shares student records in compliance with FERPA and other relevant regulations.
4. Compiles data on student needs, concerns, and issues based on feedback. Provides proactive outreach to ensure access to education and student progress to graduation.
5. Proactively responds to and resolves customer needs through written and verbal communication. Responsible for proof-reading, accuracy, completeness, and adherence to College policies, procedures, and guidelines.
6. Assists students in preparing for enrollment, resolves student needs and questions, and provides general information about the College and various programs.

PRINCIPAL ACCOUNTABILITIES, cont'd:

7. Participates and assists in regular professional development that is designed to support a positive student-centered experience.
8. Strives at all times for first call resolution and collaborates with supervisor and peers to identify trends that affect service to students and impact communication volume.
9. Continuously seeks and revises knowledge based on new or updated information regarding college and/or department policies, procedures, activities, events, etc.
10. Supervises work study students or support staff as assigned.
11. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- ◇ Ability to communicate clearly and concisely both orally and in writing.
- ◇ Ability to independently operate office equipment, including computers and specialized software applications.
- ◇ Knowledge of college enrollment processes.
- ◇ Knowledge of electronic filing and records management techniques.
- ◇ Exceptional customer service skills including excellent phone and email etiquette.
- ◇ Ability to relate effectively with diverse populations.
- ◇ Ability to research information and independently resolve complex inquiries.

MINIMUM QUALIFICATIONS:

- ◇ High school diploma or GED.
- ◇ Four (4) years of relevant experience, or equivalent combination of experience and additional education.