

HUMAN RESOURCES DEPARTMENT

ONE-STOP STUDENT SERVICES REPRESENTATIVE



TERMS OF EMPLOYMENT: Full-Time

CLASSIFICATION: ESP Pay Band P

ANNUAL SALARY: \$14.00 - \$15.00 per hour based on skills, education, and experience

FLSA STATUS: Hourly/Non-Exempt

HOURS: 37.5 Hours per week dependent upon need within the area; some weekend & evening hours may be required; some flexing of hours & schedule may be required by College administration to meet need.

APPLICATION DEADLINE: Open until filled

APPLY ONLINE AT: Apply online through the "APPLY" link listed below

JOB SUMMARY:

The One-stop Student Services Representative will work with both internal and external customers in the delivery and processing of enrollment and financial aid related information. This position serves as the student's initial contact with the Enrollment Services and Financial Aid offices in educating students about the enrollment process, distributing and processing financial aid paperwork, assisting students in registering for classes, taking payment, and setting appointments for financial aid, testing, and advising services. Additionally, this position provides back-up assistance to the Call Center.

RESPONSIBILITIES:

- Extensive responsibility for maintaining/processing highly confidential information, under the provision of the Family Educational Rights and Privacy Act (FERPA), including a wide array of student information such as demographic data, test scores, transcripts, enrollment details, financial information, etc. Must understand and adhere to confidentiality requirements of FERPA.
- Process a variety of forms including applications for admission, Michigan Colleges Online (MCO) enrollments, transcripts, assessment scores, enrollment verifications, financial aid forms, and other student-related forms.
- Computer software skills, intermediate-level or above, are required to utilize various computer software programs, including Microsoft Office and the Colleague student information system.
- Utilize a high level of problem-solving, critical thinking, and/or conflict resolution skills to resolve customer issues.
- Communicate effectively, both verbally and in writing, a variety of financial aid and enrollment related information to internal and external customers and assist the office with the enrollment of applicants and current students. Serves as a "front-line" representative of the college and handles a high volume of in-person, email, and telephone contacts with students, staff, and faculty on a daily basis.
- Assist in the maintenance and purging of records in accordance with state and federal guidelines.
- Cross-trained in the areas of Admissions, Registration, Financial Aid, Achievement Center, Advising, Testing, and Business Offices to effectively provide service to both internal and external customers.
- May include night and weekend hours as required.
- Perform other duties as assigned.

SUPERVISION RECEIVED: Under the general supervision of the Registrar and Director of Veterans Services.

EDUCATION/EXPERIENCE: Associate Degree required. Two years full-time equated experience in related area preferred. Colleague experience preferred.

MINIMUM QUALIFICATIONS:

- Intermediate level microcomputer skills required in Microsoft Word
- Intermediate level mathematics skills
- Proficient level communication skills
- Ability to provide outstanding customer service to students, faculty, and staff required.

PERSONAL/PROFESSIONAL QUALITIES:

- Post-secondary work experience related to student services preferred.
- Additional software skills preferred.