JOB POSTING
OFFICE OF HUMAN RESOURCES
March 28, 2013

POSITION:      Student Services Representative (Full-Time)
DEPARTMENT:   Admissions
DIVISION:      Enrollment Management

Hours: Monday- Friday, 8:30- 4:30 (Dependent upon position needs, hours may fluctuate from time to time)

General Description

Reporting to the Director of Admissions, the student services representative will provide admissions, financial aid and registration follow-up and perform document tracking functions primarily for the students who are enrolled in the online Masters Degree programs. The representative will serve as the point of contact for the Enrollment Management Division for the enrolled online learners.

Specific Responsibilities

- Act as liaison for administrative services and student support contact for online learners. Work with Admissions counselor to finalize student files and document tracking.
- Disseminate general financial aid information to all prospective students.
- Provides Financial Aid counseling for perspective on ground students.
- Works in conjunction with the Registrar’s Office to provide student registration information and perform necessary follow-up.
- Initiates contact with students and performs follow-up for financial aid document tracking.
- Responsible for monitoring the ongoing financial clearance and registration activities for online learners.
- Represent the College on occasion at various state conventions to market the online programs.
- Collaborate with online program directors on identified student issues as appropriate.
- Provide direction and support to on-line learners in utilization of their student portal.

Qualifications

Previous customer or student service experience and/or baccalaureate degree required. Excellent written and oral communication skills are expected. Proficient computer skills with knowledge of Microsoft Office and ability to learn the use of the CAMS student information system are necessary. Flexibility and willingness to travel to college sponsored events and capability to work independently are preferred. Preference will be given to candidates who have experience with online learning environments.
If you are interested in applying for this position, please submit a cover letter, resume, and list of three references to the Office of Human Resources, 2360 State Route 89, Seneca Falls, NY 13148, or e-mail your response to: acowles@nycc.edu