



Student Support Specialist Job Description

Job Title: Student Support Specialist
Job Class: Support
Department: Enrollment Services and Financial Aid
Reports To: Director of Enrollment Services and Financial Aid
FLSA Status: Non-Exempt
Compease: Grade 7
Approved By: Vice President of Organizational Effectiveness
Approved Date: 01/01/23

I. Position Purpose

The Student Support Specialist is a cross-trained position that assists in daily operation and coordination of the College's enrollment services with an emphasis on providing exceptional customer service.

II. Duties and Responsibilities

RESPOND TO GENERAL ENROLLMENT QUESTIONS: The Student Support Specialist will respond to general enrollment questions on the phone, by email, by chat, and in person, regarding financial aid, admissions, registration, and student accounts. The Specialist will refer students to the appropriate contact when necessary.

CROSS-TRAIN WITH OTHER DEPARTMENTS: The Student Support Specialist will cross train with other departments to ensure that the highest level of customer service is maintained. Cross training requires regular meetings to stay up to date on institutional changes as well as federal financial aid training. The Specialist must also participate in an online financial aid counselor training.

ASSIST STUDENTS WITH THE ENROLLMENT PROCESS: The Student Support Specialist will directly assist students with the enrollment process which includes but is not limited to collecting documentation, scheduling appointments, and educating students on self-service options available through MYWSCC during office hours as well as at scheduled events.

EXECUTE PRO-ACTIVE COMMUNICATION: The Student Support Specialist will execute pro-active communication efforts to assist students in the enrollment process including making phone calls to students who have applied to the college, who require additional documents, and/or who need to make payments. The Specialist also assists with call campaigns to encourage prospective students to attend recruitment events.

PROVIDE ADMINISTRATIVE SUPPORT: The Student Support Specialist will provide administrative support to the office including data entry, coding, scanning, and processing letters. The Specialist must be proficient in the use of Microsoft Office and Google Suite products, OnBase, and Colleague.

ENSURE ACCURACY AND TIMELINESS: The Student Support Specialist will be required to process documents in a timely manner and be able to prioritize projects, and keep electronic files and processes organized. This position requires a high attention to detail along with the ability to work both quickly and accurately especially when taking payments, sorting incoming mail for the college, and entering test scores and grades.



ENGAGE IN COLLEGE AND COMMUNITY SERVICE: The Student Support Specialist will serve on College committees and perform other job-related duties as assigned.

DEMONSTRATE PROFESSIONALISM AND QUALITY CUSTOMER SERVICE: The Student Support Specialist will demonstrate professionalism and provide quality customer service in accordance with the College's values. Additionally, they will maintain positive working relationships, make decisions, and solve problems. The Specialist will maintain confidentiality, positive communication, accurate records, and an organized, safe working environment. The Specialist will also exhibit flexibility, willingness to learn, ability to change, and maintain current technology skills.

III. Qualifications - Education, Experience, and Skills

- Minimum of either (1) A two- year college degree in a relevant field from a regionally or nationally accredited institution recognized by the U.S Department of Education or the Council of Higher Education Accreditation or, (2) Completion of a specialized course of study at a business or trade school or, (3) Completion of a specialized and extensive in-house training or apprenticeship program.
- Minimum of six months to two years of similar or related experience.

Reasonable accommodations may be requested and reviewed according to the Americans with Disabilities Act (ADA).