



Danvers • Lynn • Beverly

NORTH SHORE COMMUNITY COLLEGE

AN EQUAL OPPORTUNITY EMPLOYER

July 29, 2008

POSITION POSTING

FY'09-FT06

POSITION OPENING:

Clerk IV, Student and Enrollment Services

Grade 13, AFCSME Unit Position

Enrollment Assistant

25 hours per week: 2-7 Monday -Thursday, 12 to 5 Friday, Lynn Campus

GENERAL STATEMENT OF DUTIES:

Responsible for creating a welcoming atmosphere within the Enrollment Center conducive to student-centered activities in a multi-cultural, fast paced environment. Assist students in understanding and completing procedures for both credit and noncredit enrollment such as: applications for admission and/or financial aid, change of program requests, registration and add/drop, request for transcript(s), enrollment verification, application for graduation and bill payments. Gathers required student documentation, assists in the management of student files; data enters and monitors records in an integrated Student Database system. Interacts with students, the public, and College faculty and staff.

SUPERVISOR RECEIVED: Director of Enrollment and Student Records

DUTIES AND RESPONSIBILITIES:

- Provides the initial contact with students in matters relating to recruitment, admissions, financial aid, registration and student accounts. Determines service need according to established office policies and provides direct service or refers student appropriately to professionals within Enrollment Center environment.
- Assists prospective and enrolled students in admissions, financial aid and records processes; assists students in use of Campus Pipeline, accepts payments and responds to billing questions.
- Collects and processes documents including applications for admission, diplomas and transcripts, changes of program, registration forms, withdrawals, student action forms, waiver requests, enrollment verifications, financial aid documents, applications for graduation, payment plan applications, etc.
- Interacts with Enrollment Center Team to organize and process (data enter, scan, and index) all documents relevant to students' admission, retention and graduation.
- Facilitates and accepts payments under the guidance of the Student Accounts Office.
- Participates as an active member of the Enrollment Center in the planning and delivery of comprehensive services to students.
Participates in the development of goals and objectives for Enrollment Center.
- Participates in specialized activities, such as recruitment events and registration, as assigned.
- May specialize in an area of expertise in Enrollment Services such as transfer credit articulation, admissions, financial aid processes, translation, etc. and be responsible for participating in cross-training fellow staff members and part-time staff.

The Human Resource Division Classification Specification for this position is available in the Human Resource Department

QUALIFICATIONS:

Required:

At least three years of clerical experience or any equivalent combination of education and experience. Demonstrated proficiency within a customer service oriented environment in a multi-cultural setting.

Demonstrated experience in computers, the Internet, Microsoft Office, and Excel.
Ability to work as a productive team member in a multi-tasked, fast-paced environment.
Ability to perform with energy, enthusiasm, and professionalism as part of a team.
Willingness to train and learn new skills.
Successful experience interacting with culturally diverse populations
Knowledge of Banner or other integrated student database system preferred.

Recommended:

Experience in Admissions, Financial Aid, Registration and Student Accounts at a community college.
Excellent interpersonal and customer service skills.
Proficiency in a second language.
Familiarity with digital imaging (scanning and indexing of digital files)

SALARY: Part-time for 25 hour per week is \$394.93 per week, \$20,536.53 per year. An appointment made from outside the bargaining unit (AFSCME) must start at Step 1 of the range.

STARTING DATE: September 2, 2008

APPLICATIONS:

Submit resume and cover letter to Ms. Patricia DePamphilis, Human Resources. E-mail to: jobs_northshore.edu Fax to: (978) 762-4038. Mail to: One Ferncroft Road, Danvers, MA 01923. Resume review will begin immediately and continue until position is filled.

CIRCULATION:

NSCC including part-time employees, consultants, and bargaining unit members, Massachusetts community colleges; DET, minority recruitment sources.

GENERAL INFORMATION:

North Shore Community College is an equal opportunity and affirmative action employer. Minorities and women are encouraged to apply for these positions and to so identify themselves. Reasonable accommodation is available to otherwise qualified disabled individuals. Employment will depend upon meeting requirements set by the Immigration and Control Act of 1986. All inquires concerning applications of the above should be addressed to the College's Affirmative Action/Section 504/ADA Coordinator.

John Duff

Director, Enrollment & Student Records

Donna Richemond

Vice President, Student and Enrollment Services