



**Position Title:** Part-Time Student Support Specialist  
**Reports To:** Director  
**Department:** College-wide  
**Prepared By/Date:** Donna French/10-13-2011  
**Approved By/Date:** College-wide/10-13-2011  
**Revised:**

**Job Code:** 8308  
**Job Group:** Class-R  
**Salary Grade:** CT  
**FLSA Status:** Non-Exempt

**Summary:**

This position assists the Director with student issues including financial aid, grade changes, student scheduling, course substitutions; as well as, administrative support duties.

**Essential Duties and Responsibilities:**

- Oversees day-to-day office administrative support duties
- Trains and assists student support personnel
- Files, answers phones, sorts incoming mail
- Addresses student inquiries and delegates to proper party
- Prepares and submits necessary forms to the Director for student grade changes and class overrides
- Types correspondence and reports for the Department
- Assists instructors with forms for student field trips and class visits
- Assists with coordination of special events for students, faculty, and staff
- Assists with accounts payable and accounts receivables
- Assists Adjunct faculty with textbooks and duplication of materials needed for the courses
- Maintains files and supports the individual requisition
- Performs other duties as assigned

**Knowledge, Skills and Abilities:**

- Proficiency in Microsoft Office applications
- Ability to communicate clearly and effectively
- Ability to consistently provide a friendly and positive disposition
- Ability to maintain records, enter and receive large amounts of data
- Possess basic office environment clerical filing, typing, and reporting skills
- Ability to work well in a multi-ethnic and multi-cultural environment with students, faculty and staff

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the noise level in the work environment is usually quiet.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand and reach with hands and arms. The employee is regularly required to use hands to finger, handle, or feel objects,

tools, or controls; and talk or hear. The employee is occasionally required to walk and sit.

The employee must occasionally lift and/or move up to 10 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**Essential Personnel:**

Non-Essential

**Minimum Requirements:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- High School diploma and five (5) years of related office work experience

**ACKNOWLEDGEMENT**

I have read and acknowledge receipt of a copy of my job description.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name