

POSITION Student Services Specialist, Limited Term
APPLY BY July 19, 2020
HIRE DATE August 24, 2020

DIVISION Student Services
REPORTS TO Registrar
CLASSIFICATION Non-Exempt/Hourly
POSTING DATE July 2, 2020

SUMMARY

This position provides standard organizational or process information to students and prospective students. Responsibilities may include providing admissions information to prospective students; providing information on registration processes; reviewing transcripts, registration forms, and related documentation for alignment with college requirements; greeting and directing visitors; processing academic forms and applications; assisting students with class registration, applications and other materials, entering and tracking student data; and maintaining records. This full-time, year-round, benefited position is limited term with a projected to end date of February 28, 2022.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE

- Provides customer service to students, staff, callers, and visitors; customer service activities could include welcoming, scheduling and rescheduling appointments, helping with signing-in, escorting students to designated facilities, providing parking permits, access cards, and other resources
- Provides standard organizational or process information (via email, telephone, fax, or face-to-face) to enrolled and prospective students on topics, such as, admissions, registration and application processes, student portal access, and other related documentation, in accordance with established requirements and procedures
- Enters, tracks, and maintains student data and records, which includes entering and tracking test scores, transcripts, transfer credits, and other student data; and maintaining and updating records of results, activities, or student status by compiling information from student, staff, and other reports; determines accuracy, consistency, and clarity of data recorded
- Responds to information and work requests regarding policies, admission and enrollment requirements, academic programs; duties may involve resolving student records issues, addressing records-related inquiries; providing information on and resolving issues

TRAINING, EXPERIENCE AND SKILLS

- High School Diploma or equivalent (G.E.D), and 1 year of related experience; or equivalent combination of education or experience

KNOWLEDGE

- Recordkeeping principles;
- Laws and Regulations;
- Principles of data entry;
- Applicable computers and software;
- Customer Service;
- Contract and agreement requirements;
- Methods of compiling related documents;

SKILLS

- Critical thinking;
- Time management;
- Operating computers and software;
- Creating schedules;
- Maintaining records;
- Organizational skills;
- Attention to detail;

PHYSICAL REQUIREMENTS

Position requires: stooping, reaching, standing, walking, talking, hearing, seeing and lifting.

APPLICATIONS

Internal and External applicants complete and submit the online employment application at www.swtc.edu/jobsatswtc.

For questions regarding the application process please email Human Resources at humanresources@swtc.edu or 608.822.2314.

WAGE BAND: A13, Hourly Range \$16.77- \$20.12

BENEFITS/SERVICES

Our comprehensive benefit package includes the following and much more:

- Health Insurance
- Dental Insurance
- Life Insurance
- Long-Term Disability
- Health Savings Account
- Health Club Access
- Wisconsin Retirement System Contribution
- On-campus day care (hourly rate charged)

SELECTION PROCESS

The Review Committee will screen applicants and contact them for an interview. Meeting the minimum qualifications does not assure the candidate an interview. Final candidate's employment offer will be subject to completion of background check and pre-employment drug screening.

Southwest Tech does not discriminate on the basis of race, color, national origin, sex, disability, age, gender identity, religion or sexual orientation in its programs and activities. The Equal Opportunity/Affirmative Action Officer has been designated to handle inquiries regarding non-discrimination policies. Call 800-362-3322, Ext. 2315 (TDD: 608-822-2072) or write Southwest Tech, 1800 Bronson Blvd., Fennimore, WI 53809.