**Student Success & Lab Support for the Business Healthcare Program** (PT)

**Location:** Dougherty County Campus

Albany Technical College is seeking a part-time Student Success and Lab Support Specialist for the Business Healthcare Technology Program diploma and associate degree at the Dougherty County Campus. Under general supervision, this role supports students enrolled in Health Care Technology programs by providing academic advisement, registration assistance, and limited lab-based instructional support. Serving as a primary point of contact, the Student Success and Lab Support Specialist helps students navigate program requirements, course selection, and registration processes, while also assisting faculty with lab operations for in-person courses. The position requires strong communication, organizational, and student-centered skills to ensure successful academic outcomes.

The Student Success and Lab Support Specialist performs a variety of administrative and support functions for program faculty. Responsibilities include enrollment management, preparing and updating departmental reports and correspondence, proctoring tests, supporting both traditional and online students with assignments, and assisting faculty with class material preparation, inventory, and supplies in compliance with institutional and regulatory guidelines. Additional duties include monitoring and maintaining lab supplies and equipment, gathering and entering data for reports and databases, utilizing word processing and other software applications for document drafting, and coordinating meetings, events, and special projects as directed by the supervisor. Proficiency in Microsoft Office is essential.

A majority of the role focuses on academic advising and registration, providing guidance on program planning, course scheduling, prerequisites, and graduation requirements, while maintaining accurate advising records. The Student Success and Lab Support Specialist also supports students by answering program-related questions, conducting outreach to students at risk of non-completion, and connecting them with resources such as tutoring, financial aid, and counseling. Lab-related duties include preparing instructional materials, maintaining lab organization and equipment, monitoring student activities during lab sessions when needed, and ensuring compliance with safety protocols. Candidates must demonstrate proficiency in Microsoft Office, Banner or similar student information systems, and online learning platforms, as well as strong interpersonal, communication, and organizational skills.

**Minimum qualifications:** The candidate MUST possess Associate’s Degree in a related field such as business technology, healthcare sciences, education, or student services, \*OR\* have a high school diploma or equivalent with at least two (2) years of related work experience

**Preferred qualifications:** The candidate MUSTpossess a Bachelors Degree, have familiarity with Banner, completion of a formal training program in Business Administrative Technology, Office Management, or a related field, and two (2) years of experience in a high-volume, client-focused environment with excellent customer service skills. Additional preference will be given to applicants with experience in business healthcare-related programs, knowledge of academic policies and advising practices, and prior involvement in both student-facing roles and lab/classroom support.

**Physical Demands:** Work is typically performed in the simulation lab or classroom with intermittent sitting or walking in various settings. Must frequently lift and carry lightweight objects occasionally. Full range of hand and finger motion may be required for data entry purposes.

**Salary/Benefits:** This is a part-time position and does not include insurance benefits; work hours will not exceed 29 per week. Salary is commensurate with education and work experience.

**Application Deadline:** The position will remain open until filled.All applications packets MUST be completed via the Online Job Center at <https://www.easyhrweb.com/JC_Albany/JobListings/JobListings.aspx> . As a part of the application process, interested candidates will be required to upload other documents including a resume, cover letter and unofficial transcripts (see job center listing for more details). This posting will be removed from the Online Job Center once the position has been filled. For more information regarding this position or application instructions, please contact the Human Resources Office at 229-430-1702. All positions require a pre-employment criminal background investigation, education, and employer/professional reference checks. Some positions may additionally require a motor vehicle record search, credit history check, fingerprinting, and/or drug screen. All male applicants between the ages of 18 and 26 years of age must present proof of Selective Service Registration. Copies of all transcripts should be submitted at the time of application. Official transcripts are required upon employment. Albany Technical College is an equal opportunity employer and does not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, political affiliation or belief, genetic information, disabled veteran, veteran of the Vietnam Era, or citizenship status (except those special circumstances permitted or mandated by law.

**Note: Due to the volume of applications received, we are unable to personally contact each applicant.**

**If we are interested in scheduling an interview, a representative from our college will contact you.**

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| **Title IX Coordinator:**  Trenna Marshall HR Coordinator  1704 South Slappey Blvd.  Albany, GA 31701  229.430.3619 | **Equal Opportunity Officer:**  Lola Edwards  1704 South Slappey Blvd.  Albany, GA 31701  229.430.1702 | **Section 504 Coordinator:**  Regina Watts, Special Needs Coordinator  1704 South Slappey Blvd.  Albany, GA 31701  229.430.285 |