



Student Success Assistant Part Time Catoosa County Campus

Job Summary:

Georgia Northwestern Technical College is seeking qualified applicants for the position of part-time Student Success Assistant to be located on the Catoosa County Campus and may be required to travel to other campuses to meet operational requirements. This position will report to the Director of Student Success. This position will staff the Help Center front desk, answer telephone calls, and provide appropriate information and assistance to prospective and current students, faculty, staff, visitors, and the general public, as well as assist with tours and special events. The successful candidate will work up to 29 hours per week and provide student success coverage to day and evening students Monday through Wednesday 9:00 am to 5:00 pm and Thursday from 10:00 am to 5:00 pm. Work hours may vary occasionally based upon operational needs.

Duties/Responsibilities:

- Answers telephone and greets visitors and/or students and determines the nature of their business and provides appropriate information
- Provides secretarial and clerical duties in support of student success.
- Assists in answering Student Help Forms with questions regarding password resets, admissions procedures and financial aid,
- Provides career and technical guidance to prospective and current students.
- Provides information and assistance in the application and completion of the admissions and financial aid process.
- Enters data from forms into Banner.
- Assists with recruiting activities.
- Coordinates individual campus visits and assists with group tours as needed.
- Monitors use of and maintains supplies.
- Assists with registration and orientation.
- Assists with special events, projects and activities as requested.
- Other duties assigned.

Competencies:

- Knowledge of the mission of postsecondary vocational/technical education
- Knowledge of relevant college, state and federal policies
- Knowledge of customer service standards
- Knowledge of modern office practices and procedures
- Skill in the operation of computers and job-related software programs
- Knowledge of college programs of study
- Knowledge of financial aid requirements
- Skill in interpersonal relations and in dealing with the public

- Oral and written communication skills

Minimum Qualifications: High School diploma or GED. The ideal candidate will possess excellent written and verbal communication skills and a customer service-oriented attitude, be proficient in the use of technology in an office environment, and possess the ability to multi-task and work as a team member in a fast-paced environment.

Physical Demands: Work is typically performed in a classroom or office environment with intermittent sitting, standing, or walking in various settings. The employee occasionally lifts or moves objects to a light to medium weight. Full range of hand and finger motion may be utilized for data entry purposes. If the job involves driving, physical requirements include the ability to operate a vehicle and sit for extended periods.

Salary: \$15.00 per hour

Benefits: If this is a part-time position, no benefits are available. If this is a full-time position, benefits include: 13 paid State holidays, annual and sick leave, paid parental leave, educational support leave, options in the State of Georgia health and flexible benefits package, 401K & 457 options, a choice of two retirement systems dependent upon position: Teachers Retirement System of Georgia or the Employee's Retirement System of Georgia.

Application Deadline: Open until filled.

Application Process: All application packets MUST be completed via the GNTC Online Job Center at www.gntc.edu/about/employment/. We do not accept resumes, transcripts, etc. in any other format except through the Online Job Center. As a part of the application process, interested candidates will also be required to upload documents such as a resume, work references, contact information, education credentials such as licenses, certifications, and transcripts, if applicable and those applicable will be verified prior to beginning employment. Pursuant to college policy, a thorough background investigation, including a criminal history records check, shall be conducted on all candidates prior to employment. Some positions may require a motor vehicle record search, credit history and drug screen. No phone calls or emails please.

A Unit of the Technical College System of Georgia

Equal Opportunity Employer

A unit of the Technical College System of Georgia, as set forth in its student catalog, GNTC complies with the Technical College System of Georgia (TCSG). The TCSG State Board prohibits discrimination on the basis of an individual's age, color, disability, genetic information, national origin, race, religion, sex or veteran status ("protected status"). No individual shall be excluded from participation in, denied the benefits of or otherwise subjected to unlawful discrimination, harassment or retaliation under any TCSG program or activity because of the individual's protected status; nor shall any individual be given preferential treatment because of the individual's protected status, except the preferential treatment may be given on the basis of veteran status when appropriate under federal or state law. Title IX and Equity Coordinator: Elizabeth Barksdale, Floyd County Campus, Building I 103, 706-295-6592, ebarksdale@gntc.edu.