



Student Success Assistant Part Time Polk 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 Polk 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. This position may also assist in the coordination of orientation, group tours and other special events, as well as process purchase orders and monitors office supplies. The successful candidate will work up to 29 hours per week. Work hours may vary occasionally based upon operational needs.

Duties/Responsibilities:

- Receive visitors, answer telephone calls and provide appropriate information and assistance to prospective and current students, faculty, staff, visitors and general public.
- Assist in the coordination of open houses, recruiting activities, and other special events.
- Coordinates and leads individual campus visits and assists with group tours as needed.
- Prepares letters, memoranda and handouts related to acceptance and readmission of students.
- 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.
- Assists with registration and orientation questions or support.
- Enters data into Banner and Target X.
- Monitors use of and maintains office supplies.
- Assists with special events, projects and activities as requested.
- Provides secretarial and clerical duties in support of student success.
- Answer and responds to the Admissions email (primary contact).
- Back up for the Call Center.
- Other duties assigned.

Competencies:

- Knowledge of the mission of postsecondary vocational/technical education
- Knowledge of relevant college, state and federal policies
- Knowledge of excellent 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
- Ability to multi-task and work as a team member in a fast-paced environment

Minimum Qualifications:

High School diploma or equivalent *and* one (1) year of work-related experience.

Preferred Qualifications:

Associate's degree from an accredited college or university. One year work experience in a related area.

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 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: Linda McEntire, Floyd County Campus, Building I 103, 706-516.5184, lmcentire@gntc.edu.