|  |  |  |
| --- | --- | --- |
| C:\Users\bward\Desktop\Human Resoucres\GNTC logo.png | **Federal Work Study position**  **Student Success Representative**  **Part Time**  **Floyd County Campus** |  |

**Job Summary:**

Georgia Northwestern Technical College (GNTC) is seeking qualified students for the Federal Work Study (FWS) position of Student Success Representative to be located on the Floyd County Campus and may be required to travel to other campuses to meet operational requirements. This position will help support the daily operations of the Student Success Department, which may include assisting at the Help Center front desk, answering telephone calls, and providing appropriate information and assistance to prospective and current students, faculty, staff, visitors, and the general public. This position will report to the Director of Student Success. The successful candidate will be actively enrolled as a student and can work up to nineteen (19) hours per week. Work hours may vary occasionally based upon operational needs. Students cannot work during scheduled class times, holidays, or outside of business hours (8am to 4pm)

**Duties/Responsibilities:**

* Greet and assist students, staff, and visitors in person, by phone, and via email in a courteous and professional manner
* Assist with filing, scanning, copying, and organizing student documents
* Perform data entry tasks accurately and maintain confidentiality of student records in accordance with FERPA guidelines
* Perform other duties as assigned to support office efficiency

**Competencies:**

* Ability to maintain a high level of professionalism and confidentiality
* Excellent verbal and written communication skills
* Basic proficiency in in technology in an office setting
* Maintain a customer service-oriented attitude
* Ability to work as a team member or independently in a fast-paced environment
* Dependable, punctual, and detail-oriented
* Good customer service skills and a willingness to learn

**Eligibility Requirements:**

* Students must have a current and complete FAFSA on file
* Students must be a US Citizen, permanent resident alien, or other eligible classification of non-citizens
* Student must demonstrate significant unmet financial need as determined by GNTC according to federal guidelines based on their FAFSA application
* Students must be enrolled at GNTC and registered in 6 or more credit hours during the semesters they are working
* Students must be in good academic standing at the institution and maintain Satisfactory Academic Progress (SAP)
* Students must be able to pass a mandatory background check

**Salary:** $12.00 per hour

**Benefits:**

No benefits are available for Federal Work Study positions.

**Application Deadline:** Open until filled.

**Application Process:**

All application packets MUST be completed via the GNTC Online Job Center at [**www.gntc.edu**](http://www.gntc.edu/hr/employment.php)**/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](mailto:ebarksdale@gntc.edu).