

**Edison State Community College** invites qualified candidates to apply for the part-time position of College Resource Specialist (PT) - Troy Campus. This position will be housed at the Edison State Troy Campus and will provide support to both Edison State and Franklin University. The College Resource Specialist will be familiar with policies, procedures, programming and services of both institutions. The position will be located at the Troy campus but has the potential to travel between all Edison State Campuses on rare occasions.

To be considered, candidates should include cover letter, resume, and transcripts when completing their online application.

### **Edison State Community College is an EOE/AA Employer**

#### **Dual Responsibilities (Edison State and Franklin University):**

- Provide information to clients about both institutions, their programs, admissions procedures, and financial aid procedures.
- Schedule students with appropriate college or university representative.
- Answer phone calls and transfer calls to appropriate offices.
- Serve as first point of contact for walk-in clients.
- Maintain communication with vendors for services provided to the campus; work with appropriate persons/vendors to maintain facilities and equipment in good working condition.
- Work as needed with external service agencies to provide student support.
- Promote programs and activities of both institutions by providing exceptional internal and external customer service.
- Administer and/or supervise placement testing and other internal/external proctored tests.
- Manage room scheduling for classes and rental to outside parties.
- Communicate problems, concerns, and issues of students, faculty, and staff to the Director of Regional Campus Enrollment Management & Student Services and/or the appropriate Franklin University supervisor.

#### **Edison State Functional Responsibilities:**

- Register students; collect, and receipt fees.
- Provide reports of daily receipting to the business office.
- Process student forms; applications, info updates, name/address changes, etc.
- Process registration material.
- Process test scores; Accuplacer, ACT/SAT, etc.
- Assist with New Student Orientations, as needed.
- Provide supervision and maintain control over on-site student records via paper files and SharePoint to ensure confidentiality.
- Act as liaison with IT client services to ensure that instructors have the information services support needed for instruction.
- In absence of other administrative staff, supervise student workers during assigned work hours.

- Provide support and assistance to the Vice President of Enrollment Management & Regional Campus Operations, Director of Regional Campus Enrollment Management & Student Services, Troy Campus Site Manager, and Faculty as requested.
- Other duties as requested by the Vice President of Enrollment Management & Regional Campus Operations and Director of Regional Campus Enrollment Management & Student Services.

**Required Knowledge, Skills, and Personal Qualifications:**

- Computer literacy.
- Functional understanding of programs offered by the college and admissions requirements for those requiring competitive admission.
- Understanding of the role of academic advising in student retention and achieving degree completion.
- Ability to provide accuracy in data entry for the college.
- Proficiency in college administrative software.
- Proficiency with educational technology.
- Customer service skills.
- Strong interpersonal skills and ability to function as a team member.
- Ability to work in a high-traffic environment with minimal frustration.
- Self-motivated and willing to take initiative/responsibility to improve organization.

**Required Experience:**

Three or more years of educational-institution related experience or experience at comparable level of responsibility.

**Preferred Experience:**

Prior experience with Datatel Colleague software preferred but not required.

**Required Educational Background:**

Associate Degree required; a degree in Office Systems Administration, Social Services, or Human Resource Management preferred.

**Schedule:**

This position will work 20 hours per week at Edison State's Troy campus.

**Other:**

Some evenings and weekends may be required. Travel between all Edison State Campuses is possible.

**Supervises following staff:**

None