

**COLORADO NORTHWESTERN COMMUNITY COLLEGE
JOB DESCRIPTION**

POSITION TITLE: Student Services Coordinator (Part-time)

DEPARTMENT: Student Services

REPORTS TO: Vice President of Student Services

SUPERVISES: Work-study students as necessary

FLSA: Faculty _____ APT X Classified _____

DOCUMENT STATUS: New/**Date:** 10/08/2021 **Revision #** 5 **Date:** 02/28/2024

PAY/HOURLY RATE: \$15.00-18.00/hour (Pay will be based on education and experience)

TRAVEL: Occasional

COLLEGE-WIDE X **CAMPUS:** X **RANGELY** _____ **CRAIG** _____

ABOUT COLORADO NORTHWESTERN COMMUNITY COLLEGE:

Colorado Northwestern Community College (CNCC) fosters educational excellence and student success, prepares students for local and global citizenship, anticipates and responds to the needs of surrounding communities, and contributes to evolving regional economic development. CNCC is a small, rural community college located in Northwest Colorado with campuses located in Rangely, CO and Craig, CO. CNCC offers an exceptional experience to employees with outdoor activities, wildlife, and small rural communities.

The College has various unique programs including Aviation Technology (Flight), Aviation Maintenance Technology, National Park Service Academy and the Paleontology Plan of Study. We also offer great opportunities for our students in Nursing, Dental Hygiene, Emergency Medical Services and Automotive Technology. The college provides AA, AS, AAS, and certificate programs so students have excellent choices in their degree plans.

GENERAL SUMMARY:

The Student Services Coordinator reports directly to the Vice President of Student Services. This position provides holistic support to all areas of Student Services, including Admissions, Advising, Campus Life, Financial Aid, Recruiting, and Registrar. This is basic administrative support to provide staff members with support as needed.

PRIMARY DUTIES:

Daily activities such as, but not limited to:

- Inputs students' records information including immunizations, high school transcripts, test scores (e.g., Accuplacer, Guided Self-Assessment, ACT, SAT) into Ellucian Banner Student (Banner) system.
- Indexes student records (e.g., transcripts, housing forms) to the appropriate student profile in Banner using BDM.
- Process requests for student IDs, both new and replacements.
- Assist with events set-up as needed and requested by Student Services team.
- Assists with contacting prospective students, encouraging and helping them schedule appointments with Advising.
- Assist students with accessing Navigate 360 and Crossroads as needed; this includes password resets, and navigation of the CNCC website.

- Acts as a backup tour guide for CNCC visits as needed.
- Manage the ordering of office supplies for Student Services as needed.
- Acts as a gatekeeper for the Johnson Building, directing people to the people/person they are looking for.
- Process requests for help with password resets for students via email and phone call.
- Possess strong communication, interpersonal, and customer service skills.
- Proficient in the usage of computer programs (Microsoft Office) and other technologies required.
- Excellent customer service. Assist with answering general phone calls. Support customer service and general information questions.
- Attention to detail and ability to multi-task; determination to meet goals.
- Excellent communication. Provide regular feedback to supervisor and Student Services team on all aspects of support.
- Demonstrates civility and professional, customer-service oriented behavior, worthy of emulation by other staff and students.
- Promote and adhere to the Mission of the College and employee handbook.
- Performs other duties as assigned.

ESSENTIAL SKILLS, ABILITIES & KNOWLEDGE:

This job requires any equivalent combination of knowledge, skills, abilities, education, and/or experience as indicated below:

1. **Education and Training:** High School Diploma or equivalent
2. **Prior Related Experience:** Two (2+) or more years of successful customer service experience.
3. **Licensure/Certification:** Driver's license
4. **Equipment Skills:**
 - Computer skills, data entry skills, multi-line phone.
 - PC experience with Excel, Word, and other Microsoft Office application software.
 - Proven ability to work as a team player, appropriately exhibiting a positive attitude and sense of humor.
5. **Other Qualifications:**
 - Ability to work with superiors, department heads, and Administration of CNCC.
 - Ability to communicate effectively, verbally and in writing.
 - Ability to manage confidential materials and maintain confidentiality when working on specific tasks or projects.
 - Ability to establish and maintain effective working relationships with all levels of college staff, college organizational units and departments, as well as units external to the organization.
 - Ability to organize and manage work teams and work products effectively and efficiently.
 - Knowledge of administrative tasks and responsibilities.

PREFERRED QUALIFICATIONS

1. **Education and Training:** AA/AS Degree from an accredited College or University.
2. **Equipment/Software Skills:**
 - Ellucian Banner Student software knowledge.
3. **Other Qualifications:**
 - Three (3+) or more years of successful customer service experience.
 - Previous successful experience working with college students.

APPLICATION INSTRUCTIONS:

All interested and qualified applicants are asked to submit a cover letter, resume and three letters of recommendation, along with a completed Colorado Northwestern Community College application for exempt employment to the Department of Human Resources.

Colorado Northwestern Community College is an Equal Opportunity Employer

Colorado Northwestern Community College prohibits all forms of discrimination and harassment including those that violate federal and state law, or the State Board for Community Colleges and Occupational Education Board Policies 3-120 and 4-120.

The College does not discriminate on the basis of sex/gender, race, color, age, creed, national or ethnic origin, physical or mental disability, veteran status, pregnancy status, religion, genetic information, gender identity, or sexual orientation in its employment practices or educational programs and activities. Colorado Northwestern Community College will take appropriate steps to ensure that the lack of English language skills will not be a barrier to admission and participation in vocational education programs.

The College has designated Jennifer Rea, Associate Director of Campus Life, as its Title IX/EO Coordinator and Brett Caskey, Vice President of Student Services as its ADA/Section 504/Title II with the responsibility to coordinate its civil rights compliance activities and grievance procedures.

If you have any questions regarding Title IX/EO please contact Jennifer Rea, at (970) 675-3229 or jennifer.rea@cnc.edu and for questions regarding ADA/Section 504/Title II please contact Brett Caskey at 970-675-3213 or brett.caskey@cnc.edu. Reasonable accommodations are available. To request a reasonable accommodation, please contact Angela Miller, Executive Director of Human Resources, at 970.675.3235 or angela.miller@cnc.edu.

You may also contact the Office for Civil Rights, U.S. Department of Education, Region VIII, Federal Office Building, 1244 North Speer Boulevard, Suite 310, Denver, CO 80204, telephone (303) 844-3417.

Title IX/EO Coordinator

Name: Jennifer Rea
Address: 500 Kennedy Drive, Rangely, CO 81648
Phone: 970.675.3229

Deputy Title IX Coordinator

Name: Zachary Stevenson
Address: 500 Kennedy Drive Rangely, CO 81648
Phone: 970.675.3312

Deputy EO Coordinator

Name: Angela Miller
Address: 500 Kennedy Drive Rangely, CO 81648
Phone: 970.675.3235

ADA/Section 504/Title II Coordinator

Name: Brett Caskey
Address: 500 Kennedy Drive Rangely, CO 81648
Phone: 970.675.3213

ESSENTIAL FUNCTIONS

In an 8 hour workday, this job requires:

N/A = Not Applicable

R = Rarely (less than ½ hour per day)

O = Occasionally (1/2 - 2.5 hours per day)

F = Frequently (2.5 - 5.5 hours per day)

C = Continually (5.5 - 8 hours per day)

Physical Requirements	N A	R	O	F	C	Describe any job duty that requires repetition or a unique application of the activity.
Sitting					X	Computer data entry
Stationary Standing			X			Conversing with colleagues.
Walking			X			Meeting employees in other areas of the college.
Ability to be Mobile			X			Ability to walk to various campus offices
Crouching (bend at knees)		X				
Kneeling/Crawling		X				
Stooping (bend at waist)			X			
Twisting (knees/waist/neck)			X			
Turn/Pivot			X			
Climbing		X				
Balancing		X				
Reaching Overhead			X			
Reaching Extension			X			
Manual Dexterity					X	Key board data entry
Pushing/Pulling						
1 - 10 lbs.		X				
11 - 20 lbs.		X				
21 - 35 lbs.	X					
36 - 50 lbs.	X					
51 - 75 lbs.	X					
76 - 100 lbs.	X					
Lifting/Carrying						
1 - 10 lbs.		X				
11 - 20 lbs.		X				
21 - 35 lbs.	X					
36 - 50 lbs.	X					
51 - 75 lbs.	X					
76 - 100 lbs.	X					

Other physical demands:						
Sensory Requirements	N A	R	O	F	C	Describe any job duty that requires repetition or a unique application of the activity.
Talking in Person					X	Major portion of the position.
Talking on Telephone					X	Major portion of the position.
Hearing in Person					X	Major portion of the position.
Hearing on Telephone					X	Major portion of the position.
Vision for close work					X	Major portion of the position.
Other Sensory Requirements						
Environmental Requirements	N A	R	O	F	C	Comments
Safety requirements (i.e. clothing, safety equipment required, activities performed)	X					
Exposures (i.e. fumes, chemicals, vibrations, humidity, cold, heat, dust, noise, blood & body fluids)		X				
Operation of equipment, tools, vehicles			X			
Required hygiene standards (food handling, clean, contaminated, and sterile equipment, etc.)		X				
Other environmental requirements:						

This Job Description reflects Colorado Northwestern Community College’s best effort to describe the essential functions and essential qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities or qualifications of the job. This document is not intended to exclude an opportunity for modifications consistent with providing reasonable accommodation. This is not intended to be a contract. Your signature indicates you have read this Job Description and understand the essential functions and essential qualifications of the job.

Employee Review: _____ Date: _____

Supervisor Review: _____ Date: _____