

**COLORADO NORTHWESTERN COMMUNITY COLLEGE
JOB DESCRIPTION**

POSITION TITLE: Student Services Representative (Part-time)

DEPARTMENT: Student Services

REPORTS TO: Registration Technician

SUPERVISES: N/A

FLSA: FACULTY _____ APT X COACH _____

DOCUMENT STATUS: New/**Date:** 9/17/2021 **Revision #** _____ **Date:** _____

TRAVEL: Occasional

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

This is a part-time, position typically not to exceed 20 hours-per-week. This position is responsible for assisting with student information system (Banner) processes associated with admissions, registration, grading, and transcripts. Position is also responsible for assisting other Student Services departments with processing student paperwork, answering student questions, assisting with student tours, and working with housing to make student IDs. This positions works collaboratively across the college to ensure quality services that contribute to student retention and success.

Reporting to the Registration Technician, this position will support staff within the Student Services Department. This position works collaboratively with all CNCC departments to ensure unquestionable service to the CNCC community. This position may requires limited travel within the service region, and evening and weekend hours during peak times.

PRIMARY DUTIES:

Assist Registration Technician with daily activities such as, but not limited to:

- Data Entry
- Transcript Processing
- Registration Paperwork Processing
- Immunization records processing
- Assisting with answering, as well as organizing coverage for, CNCC 800 line

- Electronic Filing (BDM)
- Greet and assist visitors, students, faculty and staff.
- Assist students with on-line processes like Crossroad and Navigate access, financial aid process, and how to request transcript.
- Assist with mail process to include applying postage to outgoing mail and tracking postage cost
- This position may also assist other Student Services Departments as needed with the following:
 - ✓ Creating Student IDs
 - ✓ Assisting with Campus Tours
 - ✓ Assisting with Orientation

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 GED
2. **Prior Related Experience:** 5+ years' experience with data entry, administrative, educational and/or customer service
3. **Licensure/Certification:** Driver's license
4. **Equipment Skills:** Computer skills, data entry skills, multi-line phone
5. **Other Qualifications:**
 - 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:** Associate's Degree
2. **Equipment/Software Skills:** BANNER Software knowledge

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.

Review of applications will begin immediately.

Colorado Northwestern Community College is an Equal Opportunity Employer

Colorado Northwestern Community College does not discriminate on the basis of race, color, national origin, sex, disability, or age in its programs and activities and provides equal access to all students, employees and other designated groups.

ESSENTIAL FUNCTIONS

In an 8 hour workday, this job requires:

N/A = Not Applicable

R = Rarely (less than 1/2 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			Talking with employees in hallway
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	Moving files
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	Moving files
11 - 20 lbs.		X				Possibly during benefit fair
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: _____