



HLC Accreditation Evidence

- Example: FR/FL Student Services Specialist

URL:

Office of Origin:

- Vice President of Instruction

Contact(s):

- Dean of Military Academics, Technical Education, and Outreach Programs
 - Director of Military Student Services/Military Academic Services
 - Lead Student Services Specialist

Barton County Community College

Job Description

*Position Title: Student Services Specialist	Prepared On: 1-15-09
--	----------------------

Department: Fort Riley Military Academic Services	*Grade: 7
Reports to: Director of Military Student Services	*Classification: Non-Exempt
Supervises: 0 Direct 0 Indirect	Effective Date: 1-15-09
Approved by: SM	Revised Date: 3/14/22

Role: Responsible for processing student enrollments, personal student data, and transcripts and other Admissions and Enrollment Service responsibilities. This position serves as the first point of contact for all students entering the Fort Riley office.

Major Duties and Responsibilities:

% of Time	Major Duties and Responsibilities (greatest in importance)	(E) Essential or (N) Nonessential
35%	Customer Service: assisting with office traffic, answer phone calls and emails, and receive payments for the Business Office to process; building internal relationships; information sharing with campus personnel. Assist with answering questions received via social media as well as social media posts.	(E) Essential
40%	Assist in daily operations of Military Student Services Office: process official transcript requests; process admissions applications through Salesforce; assist students with enrolling through self-service for LSEC, College Program, BARTOnline; enter transcript credit (military and college) into Banner; assist service members with Tuition Assistance (TA) and Joint Service Transcript (JST) requests; deactivate student files and overall Student Service responsibilities; assist with BSEP enrollments when needed.	(E) Essential
10%	LSEC and CP Program Operations: this includes processing weekly reports in coordination with the other Student Service Specialists; preparing books and tracking inventory for upcoming cycles; and contacting students regarding textbooks, attribute checks, and enrollments.	(E) Essential
10%	Staying organized, using effective time management, and being adaptable to the needs of the office.	(E) Essential
		(E) Essential

		(E) Essential
		Select From List
5%	Performs other duties as needed or assigned.	N

100% (Percent of time must total 100 %.)

Expectations:

1.	Provide prompt customer service to all internal and external customers of Barton CC - Fort Riley
2.	Process data entry work in a timely manner
3.	Assist or execute and expected or assigned office work
4.	Demonstrate initiative, practice good organization and time management, and understand the confidential nature of personal student information and know when you can and cannot share it (FERPA).
5.	Demonstrate commitment to the highest ethical standards of professional practice, as well as personal and professional integrity

Knowledge and Skills:

*Experience:	Six months to two years of similar or related experience.
*Education:	A high school education or GED.
*Interpersonal Skills:	Courtesy, tact, and diplomacy are essential elements of the job. Work involves much personal contact with others inside and/or outside the college for purposes of giving or obtaining information, building relationships, or soliciting cooperation.
Other Skills:	Associates in Business Technology or related field preferred. Ability to interact professionally and effectively with students, faculty, and staff; ability to work with students of diverse age and background; ability to operate independently/multitask; and experience and proficiency in Microsoft Office preferred.

Physical Safety/Working Environment:

*Physical Safety:	Job may require lifting light weight objects (1 to 10 pounds) with no repetitive bending or stooping. Occasionally lift average weight objects (1 to 10 pounds).
*Working Environment:	<input checked="" type="checkbox"/> Regular exposure to favorable conditions such as those found in a normal office or classroom. <input type="checkbox"/> Occasional exposure to objectionable conditions or variations such as those found in variable weather conditions or light industrial settings. Regular exposure to unfavorable environments such as: <ul style="list-style-type: none"> <input type="checkbox"/> weather <input type="checkbox"/> body fluids <input type="checkbox"/> toxic laboratory <input type="checkbox"/> industrial chemicals <input type="checkbox"/> confined locations <input type="checkbox"/> dirty and noisy locations Employees may be required to use personal protective equipment such as masks, coats, gowns, boots, goggles, gloves, or shields.

*Information copied from the results of the Compease Salary Administration software.

This Job Description is not a complete statement of all duties and responsibilities comprising this position.