

South Texas College

Job Announcement 2019-5044

Title: Student Services Assistant (Part-time Temporary)

Department: College Connections

Reports to: Coordinator of College Connections

Campus: Pecan

Pay Grade: Part-time

Salary Range: Minimum \$8.00/Hour

FLSA Status: Non-Exempt/Hourly

General Statement of Job

The Student Services Assistant helps build a college-going culture and connects the community, prospective and new students to South Texas College. The Student Services Assistant helps students through the enrollment process and promotes the South Texas College experience.

Specific Duties and Responsibilities

Essential Functions:

1. Provides a positive, friendly and knowledgeable impression of the College.
2. Provides accurate information to prospective, new, current, transfer, and returning students, faculty, staff and the community.
3. Assists with creating and conducting information presentations.
4. Provides office support as needed.
5. Provides call center support as needed.
6. Provides support to students through the admission and registration process.
7. Provides support during peak registration periods as needed.
8. Dresses as the College mascot for photo opportunities and visitor greeting at enrollment and recruitment events, as needed.
9. Leading campus tours.
10. Supports college and career fairs on campus and at partner school districts.
11. Supports on campus College events.
12. Performs other duties as assigned.

Required Education and Experience

1. High School Diploma or GED, required. Some college credit hours, preferred.
2. Customer service experience, preferred.

Required Knowledge, Skills and Abilities

1. Excellent oral, written, presentation, and interpersonal communication skills.
2. Strong background in computers and office automation, including word processing, spreadsheets, database, Excel, PowerPoint and knowledge of the Windows environment.
3. Good critical-thinking and problem-solving skills.
4. Maintains familiarity with the College's policies in regards to academic standards.

5. Bilingual, English/Spanish, preferred.
6. Ability to prioritize, organize, and complete multiple tasks with attention to detail, within stated deadlines.
7. Ability to work independently as well as a team player within department and with others.
8. Ability to adapt to constant change and periods of fast-paced, high-intensity work situations.
9. Ability to work evenings and/or weekends as needed.
10. Demonstrated ability to interact effectively with a diverse, multi-cultural student population.
11. Demonstrated commitment to achieving the vision and mission of South Texas College.
12. Ability to speak effectively before groups of students, parents, customers or employees of organization.
13. Ability to apply practical understanding to carry out instructions furnished in written, oral, or diagram form.

Checks, Certificates, Licenses, and Registrations

1. All applicants are subject to a national criminal background check under South Texas College policy.

Physical Requirements

1. Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects.
2. Ascending or descending ladders, stairs, and the like, using feet and legs and/or hands and arms. Body agility is emphasized.
3. Perceiving the nature of sounds at normal speaking levels with or without correction.
4. Ability to receive detailed information through oral communication, and to make the discrimination in sound.
5. Ability to make rational decisions through sound logic and deductive processes.
6. Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
7. Applying pressure to an object with the fingers and palm.
8. Extending hand(s) and arm(s) in any direction.
9. Substantial movements (motions) of the wrist, hands, and/or fingers.
10. Standing particularly for sustained periods of time.
11. Expressing or exchanging ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely.
12. Shouting in order to be heard above ambient noise level.
13. Have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or extensive reading.
14. Visual acuity to determine the accuracy, neatness, and thoroughness of the work assigned or to make general observations of facilities or structures.
15. Mobility to accomplish tasks, particularly for long distances or moving from one work site to another.

Work Environment:

Physical environment requires a person to work in hot and humid conditions; with head covered and limited visibility due to the required mascot costume for some events.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities perform the essential functions of this job.

HOW TO APPLY: Submit a South Texas College application, letter of intent, resume, copies of transcripts (official transcripts required if hired) and a list of five professional references with addresses and phone numbers to:

**SOUTH TEXAS COLLEGE
OFFICE OF HUMAN RESOURCES
2501 W. Pecan Blvd.
McAllen, TX 78501**

South Texas College is an equal education and equal employment opportunity/affirmative action employer. As an equal education institution and equal opportunity employer, the College does not discriminate on the basis of race, color, national origin, religion, age, sex, sexual orientation, gender, gender identity, disability, genetic information, or veteran status.