



Job Posting Student Services Assistant – Student Services Center, Full-time Jamestown Campus

Full-time. This position is an integral part of the college team and is expected to provide exemplary service to our students and their families, the college, our professional colleagues, and external contacts and agencies. The person in this position is responsible for answering incoming phone calls to the Student Services Center and has the ability to provide information to prospective students including the college admissions process, financial aid programs and eligibility requirements, application procedures, and subsequent enrollment processes and obligations. The assistant refers students to appropriate college resources when solutions extend beyond the defined authority level. The Student Services Assistant must have customer service, clerical and technical skills that support a busy, student-centered office environment.

Essential Functions:

- Provides administrative support to student support offices, including but not limited to:
 - Assisting students, faculty and other college employees in the use of the college's web resources, MyJCC navigation and self-service applications.
- Provides support to the Business office, including but not limited to:
 - Assisting students with various questions regarding their accounts, payments, holds, schedules, business transactions and graduation.
 - Providing student account services, including interactions with students/parents in person or over the phone, processing and recording student and other third party payments; reconciling receipts and depositing bank funds.
- Provides support to the Financial Aid office, including but not limited to:
 - Assisting students and families with application instructions and documentation requirements.
 - Providing basic resource and eligibility information.
 - Maintaining current knowledge of federal, state, and institutional programs, regulations, policies, and procedures.
- As needed, provides support to the Admissions office, including but not limited to:
 - Assisting students and families with general admissions questions.
 - Providing basic admissions assistance by scanning documents and indexing items to BDM and Banner.
 - Assisting students with completion of applications, program requirements, and provides recruitment support, as needed.
- As needed, provides support to the Registrar's office, including but not limited to:
 - Assisting students with general records and registration questions.
 - Resetting student BANNER PINs.
 - Assisting with student schedules and graduation.
 - Ensuring the release of student data information complies with FERPA.
- As needed, provides support to the Counseling and Career office, including but not limited to:
 - Assisting with scheduling appointments in the Counseling Center
 - Assisting with providing information on community services related to campus counseling services.
- As needed, performs duties of Mail & Supply Clerk, including, but not limited to:
 - Picking up mail at post office and mailing packages, registered letters, and other items requiring mail distribution.
 - Sorting and distributing mail to different departments and individuals throughout the College.
 - Receiving and shipping by UPS, USPS, and trucking firms, maintaining applicable records for all shipments.

Qualifications:

Required: Associate's degree. Strong interpersonal, administrative, organizational skills, ability to function with minimal supervision. Notary license or obtain within one year of start date.

Excellent verbal and written communication skills; Must be able to think, plan and act strategically; coordinate and develop complex documents; plan, prioritize and coordinate multiple projects in a collaborative, team setting. Attention to detail and accuracy is essential as well as a proven commitment to providing excellent internal and external customer service.

Demonstrated ability to innovate with technologies; Proficient with software used in an office setting, such as Microsoft Office Suite, or equivalent. Strong skill with computer networks and the internet. Experience with, or ability to learn, SCT Banner.

Preferred: Bachelor's degree. Experience in higher education.

Additional Information:

Salary: \$35,468 - \$37,748. Excellent benefits package, including medical and dental insurance, paid vacation and sick leave, and NYS retirement.

Final candidates are subject to a pre-employment criminal background investigation.

Please note that Jamestown Community College does not sponsor H-1B Visas.

Review of applications will commence on December 5, 2022 and will continue until the position is filled.

To apply, complete the required online application and submit a cover letter, resume, proof of graduation, and a list of three professional references to: www.sunyjcc.edu/jobs.