



Student Enrollment Specialist
\$40,000-\$42,000

Clinton Community College, a member of the State University of New York, is situated on the shores of Lake Champlain with panoramic views of the Adirondack Mountains and the Green Mountains of Vermont. The College's mission is to provide educational opportunities in an inclusive and safe environment that empowers individuals to create their own paths to personal and professional growth. The College strives to be diverse in ways that reflect the world in which we live and work. By being intentional about creating a strong climate of mutual respect and inclusiveness, we recognize that learning experiences will be broader, richer, and more meaningful for all members of our community.

The Student Enrollment Specialist reports to the Director of Admissions and is responsible for communicating enrollment related information and providing enrollment services to students. The Specialist will assist students and visitors by providing general information about admissions, financial aid, and student records. She/he also helps organize and run recruitment events and initiatives and supports the Director with enrollment data reporting.

Responsibilities:

1. Provide student-centered customer service in person, phone, and through digital communications;
2. Answer the main Admissions phone number and Inbox as well as specific numbers/emails/texts as specified in marketing campaigns;
3. Thoroughly assess the needs of inquiries by asking appropriate questions;
4. Provide visitors with requested information, thoroughly explain the information, and make appropriate referrals within the department or college as is appropriate;
5. Answer and appropriately direct incoming phone calls;
6. Return messages (electronic, voice, etc.) as quickly as possible;
7. Prepare all types of enrollment related outgoing mail as needed;
8. Enter and maintain enrollment documents submitted by students (applications, transcripts, test scores, financial aid supporting documents, etc.) in the student information system, evaluate for completion and forward to the appropriate individual.
9. Process readmission for returning students.
10. Maintain confidentiality of student records by following FERPA regulations, carefully monitoring student records at the workstation for security, and properly storing all student records;
11. Schedule and helps organize Admissions events (i.e. placement tests/registrations);
12. Appropriately display and distribute written material, ensuring that information displayed is current and supplies of materials are sufficient;

13. Update Admissions web pages and coordinates a web presence for enrollment services at CCC;
14. Maintain current knowledge of enrollment related (Admissions, Financial Aid, Immunization, Registrar, Housing, Bursar, Academic Programs and Degrees, etc.) matters;
15. Assist students in using the college website to answer general questions, locate forms, applications, and important dates or steps for specific procedures;
16. Attend appropriate meetings or events;
17. Perform other duties as assigned which support the mission and initiatives of the college, which may include:
 - a. Support and process documentation for International Students and Athletes.
 - b. Process Nursing acceptances.
 - c. Train and coordinate workload for work study student.
 - d. Generate and update SOPs (standard operating procedures documents).

Minimum Qualifications:

Associate's degree required, Bachelor's preferred.

Knowledge, Skills, and Abilities:

Working knowledge of modern office terminology (Microsoft Office), procedures, and equipment; working knowledge of the enrollment related processes; ability to type and operate a personal computer and utilize common office software programs including word processing, spreadsheet, student information system, and databases accurately at an acceptable rate of speed; ability to set up, store, and retrieve appropriate forms, charts, and other tabular listings; ability to understand and follow oral and written instructions; ability to communicate effectively (written, verbal, electronic, etc.); ability to assist with the informational needs of individuals; ability to work well with others in a team and student environment; familiarity with and appreciation for the mission of a community college.

To apply:

The search will remain open until the position is filled. Please submit a resume to:

hr.recruiting@clinton.edu

Clinton Community College
136 Clinton Point Drive,
Plattsburgh, New York, 12901

Clinton Community College, a member of the State University of New York System, is an Equal Opportunity/Affirmative Action employer and complies with ADA requirements. Consistent with the Americans with Disabilities Act, applicants needing reasonable accommodations during the employment process should advise HR as necessary.