



**HUDSON
COUNTY
COMMUNITY COLLEGE**
VACANCY NOTIFICATION
Posting Date: September 1, 2017

Part Time Enrollment Support Assistant

Hudson County Community College is an award-winning, comprehensive urban college located just across the Hudson River from Manhattan in Jersey City and Union City, NJ. Fully accredited by Middle States Commission on Higher Education, the College offers courses and classes in a wide variety of disciplines to the people and businesses of Hudson County, one of the most historic and ethnically diverse areas of the United States. The College was recognized with the 2012 Association of Community College Trustees (ACCT) Northeast Regional Equity Award, was one of just five finalists in the U.S. for the American Association of Community Colleges' (AACC) Student Success Award, and was presented with the New Jersey Business & Industry Association's Good Neighbor Awards in 2009 for the Culinary Arts Conference Center and in 2012 for the North Hudson Campus Project, and in 2015 for the Library Building.

Position Summary:

Performs data entry of various information and provides clerical/customer service support within the Enrollment Services area of Student Affairs.

Essential Responsibilities:

1. Following established policies and procedures and in accordance with federal and state rules and regulations, receives individual and/or bulk applications and accompanying documentation; e.g., identification, verification of residence, immunization records, college transcripts, diplomas, passports, etc., from prospective students, high schools, etc. Verifies information for completeness and accuracy and keys or scans information into the Student Information System (SIS) to facilitate the student registration process.
2. Identifies missing information or required documentation, generates applicant letter to notify applicant of information required, and flags missing data fields in the SIS system to indicate pending status of application. May perform data/information searches, utilizing scanner, to locate missing documentation.
3. Accurately keys various applicant/student information into the SIS system; e.g., student registration data, re-admissions, transfers, address changes, course adds/drops/withdrawals, etc., to ensure a complete and accurate student record.
4. Provides customer service to current and prospective students, parents, visitors, etc., at the Enrollment Services window. Obtains and provides various information, explains federal and state regulations and College policies and procedures, responds to general inquiries, and/or refers individuals to the appropriate contact or area of the College for prompt resolution.
5. Following established policies and procedures, provides support by answering telephones and responding to and/or appropriately referring calls to appropriate parties.
6. In addition to above responsibilities, may also perform one or more specialized activities in Enrollment Services; e.g., receive and process transcript requests, or process changes in course majors, or process mail returns, or verify student enrollment information.
7. Projects a positive self-image of professionalism, appearance, confidentiality, courtesy, conduct, honesty, fairness, and personal integrity at all times.

8. May perform other data entry, clerical, and customer services activities, as required. Remains flexible and adaptable in work schedules and work assignments as defined by College and departmental needs.

Position Requirements:

Education & Experience: High School diploma or equivalent required with a minimum of one year of related experience preferred.

Special Knowledge, Skills and Abilities:

Computer skills and intermediate skills in Microsoft Office required. Effective verbal and written communication skills, interpersonal skills, and customer service skills required to obtain and provide information in a manner easily understood by others. Effective organization, prioritization, multi-tasking, time management skills and a keen attention to detail required. Proficiency with various computer software programs and an electronic student information system preferred. Bilingual ability preferred.

To Apply: Send letter of application, resume, salary requirements and names/contact information of three professional references.

Hudson County Community College
Enrollment Service
Attn: Sabrina Bullock, Enrollment Support Assistant
70 Sip Avenue
Jersey City, NJ 07306
E-mail: sbullock@hccc.edu

For additional information and employment opportunities at HCCC, please visit:
www.njherc.org, www.higheredjobs.com and www.latinosinhighered.com

As a New Jersey First Act Employer, new employees must establish a primary residence in New Jersey within one year unless an exemption applies.

HCCC IS AN EEO/AA EMPLOYER