



**JOB TITLE: Student Services Specialist**

**JOB CODE: Hourly**

Department Name: Student Services  
Reports To: Varies – Departmental  
Location: Mt. Pleasant or Harrison Campus

EX/NE: Non - Exempt  
Pay: Grade 4, Per ESPA Agreement  
Last Revised: November 2019

**POSITION SUMMARY:**

Mid Michigan College seeks individuals who: value collegiality and mutual respect; use data in decision making; are innovative; are service minded; are goal oriented; strive to continually improve themselves and their work processes; are willing to collaborate and seek to add value in every interaction.

As a generalist with broad knowledge of all student service areas, the Student Services Specialist performs a wide range of duties across the Admissions/Recruiting, Mentoring, Financial Aid, and Records and Registration departments. The position is comprised of a set of duties that are general in nature, which are meant to support the entire Student Services division. Beyond the general duties, each job incumbent will have an area of specialization – most often comprised of duties within either Recruiting, Mentoring, Financial Aid, or Records and Registration.

The Student Services Specialist will ensure a high quality student experience by helping students with a wide variety of questions and requests. This position will have a primary campus assignment but may travel to another locations depending on activities and staffing levels.

In addition to serving students, the Specialist will have expertise and additional training within a department and/or across a certain set of duties. This specialization will ensure that vital functions within each department will be fulfilled by highly trained staff.

**ESSENTIAL JOB FUNCTIONS:**

**General Duties**

1. Work to ensure that the student experience is positive and reflects a friendly, student-centered atmosphere. Provide excellent student service through effective communication and a clear understanding of college systems, processes, and values.
2. Provide administrative support, including data entry, mailings, communications, answering phone calls, report generation, responding to walk-ins, scanning, maintaining student documents, scheduling appointments, etc.
3. Communicate with students (individually or in batch) with texts, phone calls, emails, mailings, etc. Follow the prescribed communication plans for various departments and initiatives.
4. Respond to student, parent, faculty, staff, outside contacts, and third-party sponsor requests for general information regarding admissions, mentoring, advising, financial aid, records, and registration.
5. Perform cashiering and reconciliation duties for payment of fees, tuition, delinquent accounts receivables, and payments through college accounts.

6. Oversee work study students to ensure that they are appropriately trained and assigned work that will increase the effectiveness of the student services operation. Schedule student workers, ensuring all documentation and required forms are completed/submitted.
7. Perform all functions of registration including schedule changes. Verify and update student account information, including contact, biographical data, and program of study. Process data corrections and merge duplicate accounts as needed.
8. Communicate with and track information for students related to de-registration, academic probation, dismissal, enrollment verification, attendance, and State or local agency verification services.
9. Process requests for outgoing transcripts. Check outgoing transcripts for completion of MTA. Communicate with students regarding transcript policies.
10. Provide information to students including Financial Aid policies, FASFA, bookstore charges, drop/add advice, SAP policy, etc.
11. Participate in professional development opportunities, trainings, staff meetings, and in-service programs within the department and college-wide.
12. Collect data relevant to tracking department and student activities.
13. Actively support the development and implementation of departmental objectives, policies, procedures and standards; provide feedback on recommended changes to departmental procedures as necessary to improve the efficacy of the department.
14. Support and serve as a role model for the College's mission, vision, values, and customer service initiatives. Adhere to the organization's policies & procedures, and compliance guidelines.
15. *Per the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (Clery Act), a federal consumer protection law, your job position entails functions that meet the definition of a Campus Security Authority (CSA). CSAs have a duty to report any crime to the College's Clery Compliance Officer. This information may be disclosed to them directly, through third-party, or witnessed. As a CSA, you are required to complete annual training which is provided by the College. This training encompasses your role, responsibilities, and reporting obligations.*
16. Performs other duties as assigned.

### **Admissions/Recruiting and Mentoring Duties**

17. Coordinate the application process from inquiry to acceptance. Process student applications, review applications for missing information and duplication, and ensure proper import into Colleague.
18. Support the coordination and implementation of on and off-campus recruiting, outreach, onboarding, and retention events and initiatives.
19. Maintain the integrity of the data in the Admissions CRM and the Retention Management System. Import and export data as needed. Coordinate data entry efforts.
20. Coordinate and implement communication flow for the various Admissions processes, including prospective and accepted students, various target audiences (veterans, dual enrollees, guest and transfer students, etc.), and scholarship prospects and awardees.

## **Registration and Records Duties**

21. Record receipt of incoming student transcripts (including digital versions) and other records of alternative credit. Enter transfer equivalencies (as determined by the Registrar) into Colleague. Enter information from external transcripts into student academic records. Post non-traditional and articulated credit and manage correspondence with students.
22. Collect attendance verification information and execute institutional drops of effected students. Communicate with faculty and students regarding accuracy of attendance reports. Coordinate with Financial Aid.
23. Verify district status, academic eligibility, registration, and communicate with students enrolling through Michigan Colleges Online.
24. Assist the Registrar in organization of graduation audit files (compiling student mailing addresses, name preferences, verifying program of study), printing diplomas and collating diploma packages for graduating students.

## **Financial Aid Duties**

25. Ensure that documentation requirements for Federal, State, institutional, and third party sources are met, as needed.
26. Process correspondence based on data pulled from downloaded files or revised awards using Colleague's Communication Management system.
27. Perform verification process tasks including collection and review of required documents for pertinence and accuracy.
28. Perform various tasks associated with general aid processing.

## **BACKGROUND AND JOB REQUIREMENTS:**

### **Knowledge, Skills, Abilities:**

- Strong organizational and time management skills.
- Ability to communicate in a friendly and enthusiastic manner on a consistent basis.
- Ability to develop effective relationships with faculty, administrators and students.
- Good communication and problem solving skills.
- Ability to work both as a member of a team and work independently, with minimal supervision.
- Strong customer service skills; ability to listen and resolve complaints in a timely and effective manner.
- Ability to work effectively in a high volume, fast paced environment with accuracy.
- Computer skills and previous work experience using several applications to include word processing, creating and manipulating spreadsheets, posting and navigating websites, and data entry.

### **Education, Certification, Licensure:**

- Associate Degree required.
- Degree in Office, Clerical, or Business related field preferred.
- Work toward, or completion of, Bachelor's Degree strongly preferred.

### **Experience:**

- At least two years of experience in an academic environment of office setting preferred.
- Previous work experience in a community college environment preferred
- Previous work experience with customers in a high volume environment preferred.

## WORKING ENVIRONMENT:

- The job responsibilities of this position are performed in an office building environment.
- Extensive computer use with long periods of sitting during normal workdays.
- There may be occasional travel to other college locations for work shifts.
- There may be occasional travel for conferences/training.
- Duties are performed in an independent and team atmosphere. Continuous collaboration with team and supervisor will occur.
- The job requires minimal physical exertion, such as walking, standing, stooping, bending, climbing, lifting material or equipment, some of which may be heavy or awkward (5- 25 pounds).
- Minimal discomfort due to heat, dust and noise may occur.
- Late afternoon, evening, and weekend hours are occasionally required based on the operational needs of the department and peak student activities.
- Typical work schedule is 1<sup>st</sup> Shift 8:00am – 4:30pm with flexible or extended hours on occasion, as approved by the supervisor.

***Note: This job description is intended to describe the general nature and level of work being performed by a person assigned to this job. It is not to be construed as an exhaustive list of all job duties that may be performed by a person so classified. Incumbents may be asked to perform additional duties as required by his/her supervisor.***

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_