

# **ENROLLMENT SPECIALIST**

Hammond Area Campus

## **Job Announcement**

Northshore Technical Community College is accepting applications for a full-time, unclassified position domiciled at the Hammond Area Campus.

**Applications will be accepted until position is filled, with preference being given to those received on or before January 19, 2024.**

**All applicants are subject to a background check, in accordance with NTCC Policy HR-020, a criminal history check will be conducted on all new hires. NTCC participates in the federal E-Verify system for identification and employment eligibility purposes.**

**To apply please submit: (1) a letter of application, (2) a resume and (3) official transcript to (for transcript to be considered official, it must be sent directly from the school/college/university to Human Resources) :**

**Attention: Hiring Manager  
Northshore Technical Community College  
65556 Centerpoint Boulevard  
Lacombe, LA 70445  
Telephone number: 985-545-1215  
Email: [resumes@northshorecollege.edu](mailto:resumes@northshorecollege.edu)**

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## **SUMMARY:**

The Enrollment Specialist manages advising, retention, career development, and other support services for students. Supports student success at the campus by managing student achievement, delivering student success workshops, managing tutoring services, and providing direction and assistance throughout the admissions process. The Enrollment Specialist also provides general advising and assistance regarding financial aid requirements and procedures.

## **QUALIFICATIONS:**

**Required:** Bachelor's Degree from a regionally accredited college or university in a related field and five years professional experience. Ten years of related work experience may substitute educational requirements.

## **STUDENT SERVICES RESPONSIBILITIES (70%):**

- Provides academic advising and career planning services to all students.
- Coaches students towards the development of an educational plan including choosing a program of study and/or clarifying educational goals.
- Manages all support services for the campus by directing students to the appropriate resources for the following: mental health support, disability services, tutoring.
- Serves as the campus conduct officer. Works with the Campus Dean and Vice Chancellor of Student Affairs to review and adjudicate student discipline cases.
- Provides support to faculty when student issues and concerns are presented.
- Audits, monitors, and evaluates individual student academic progress.
- Makes appropriate referrals to students perceived as at-risk, acts as an advocate as appropriate.
- Coordinates and facilitates on campus testing services.

- Serve as a community liaison for the campus by forging relationships with campus area public schools, business, and community groups to enhance academic opportunities for students.
- Attends recruiting events such as community and high school career fairs weekly. Conducts campus tours for visitors, schools, and community.
- Execute recruitment strategies to target student populations, such as high school dual enrollment students, by developing outreach communications specific to these populations and the application of credits earned to existing credentials.
- Execute a communication a plan to promote retention of continuing students to maintain enrollment at the campus.
- Actively engages with the Student Affairs Committee and all college departments.
- Provides programming and activities to keep students actively engaged and informed about college resources.
- Maintains up-to-date knowledge about the College's programs and requirements; consults with contacts at various transfer institutions regarding course and program transferability, admission and graduation requirements.
- Advises students regarding their eligibility for various programs so that they can determine the aid for which they will apply through interpreting and explaining financial aid application, award and distribution regulations and procedures.
- Collects financial aid documents and scans them to the appropriate financial aid personnel for processing.
- Follows policies and procedures of Northshore Technical Community College (NTCC) as outlined in its Policy and Procedures Manual.
- Performs all other duties as assigned.

#### **FINANCIAL AID RESPONSIBILITIES (30%):**

- Advises students regarding their eligibility for various programs so that they can determine the aid for which they will apply through interpreting and explaining financial aid application, award and distribution regulations and procedures.
- Collects financial aid documents and scans them to the appropriate financial aid personnel for processing.
- Assist students with completing the FAFSA.
- Meets with college faculty and staff to promote a better understanding of financial aid by participating in orientation sessions.
- Provides programming to enhance students' knowledge of financial aid, including but not limited to: default management, SAP, work-study, etc.
- Follows policies and procedures of Northshore Technical Community College (NTCC) as outlined in its Policy and Procedures Manual as amended as updated by the NTCC Director of Financial Aid.

#### **Key Behaviors**

- Dependability: Respond to requests in a timely manner
- Teamwork: Balance team and individual responsibilities
- Decision Making: Display willingness to make decisions
- Communication: Effectively communicate with others
- Time Management: Able to complete all job requirements in allotted time
- Work Ethic: Display an organized and results-oriented approach, and motivation
- to perform without extensive direction
- Accuracy: Display a high quality of work and level of accuracy
- Innovation: Use a creative, solution-oriented approach to address problems

#### **SPECIAL SKILLS AND ABILITIES:**

1. Knowledge, Skills, and Abilities: Must be able to communicate effectively in both written and verbal form. Must have the ability to follow instructions and prepare accurate paperwork. Must maintain confidentiality of work-related information and materials. Must establish and maintain effective working relationships. Comprehensive knowledge of standard office practices, procedures, equipment, and

techniques. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

2. Computer Skills: Personal Computer and other equipment associated with a general office environment (copier, telephone, fax, etc.).
3. Software Used: Experience with and knowledge of computer operation; knowledge of Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, etc.), and database applications.

#### **PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must be able to perform tasks which involve the ability to exert light physical effort in sedentary to light work on a daily basis. Tasks may involve extended periods of time at a keyboard or workstation.

#### **INTERPERSONAL SKILLS:**

Alternative or combined skills in understanding, counseling, and/or influencing people are important in achieving job objectives, causing action, understanding others, or changing behavior; and, skills of persuasiveness or assertiveness, as well as sensitivity to the point of view of others.

#### **WORKING CONDITIONS:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate

#### **Northshore Technical Community College is an Equal Opportunity Employer**

In compliance with Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, and Section 504 of the Rehabilitation Act of 1973, this Educational Agency upholds the following policy: Northshore Technical Community College campuses assure equal opportunity for all qualified persons without regard to race, religion, sex, national origin, age, handicap, marital status or veteran's status in admission to, participation in, or employment in the program and activities of this system. Each campus welcomes handicapped individuals and has made buildings accessible to them.