

Announcement of Anticipated Position Opening

Position: Educational Assistant / Welcome Desk
Part-Time - 19.5 hours per week

Anticipated Starting Date: December 2009

Minimum Qualifications: Associates Degree. Two years experience in providing quality customer service in fast paced environment, strong interpersonal skills, strong oral and written communication skills, ability to problem solve and make sound judgments, ability to multitask, and computer literacy.

Applicants who do not meet the minimum qualifications as stated are encouraged to put in writing precisely how their background and experience have prepared them for the responsibilities of this position and by providing appropriate references. Exceptions to the degree requirements may be made for compelling reasons.

Responsibilities: Working under the direction of the Assistant Director of Admissions the EA for Student Services Welcome Desk will be assigned the following duties:

Provide a welcoming and supportive environment where students and prospective students can get information and assistance.

Assist students with admission and registration in-take process which Includes:

- Providing general information regarding program offerings, admission, financial aid, and registration requirements, and available support services.
- Screening requests, assessing needs, answering questions for prospective and currently enrolled students, faculty, and staff.
- Making referrals to appropriate offices and personnel.
- Examining students' admission and registration documentation for completeness and accuracy.
- Assisting students in retrieving academic records.

Maintaining records of student requests and office utilization for the purposes of scheduling, planning, and developing additional programs and services. Assist other offices as needed.

MINIMUM SALARY: \$20.91 per hour

APPLICATION PROCEDURE: Send letter of intent, resume, names and addresses of three

references and college transcripts to:

Barbara Billups—Human Resources
Three Rivers Community College
574 New London Turnpike
Norwich CT 06360

APPLICATION DEADLINE: In order to receive consideration applicants must submit applications by November 16, 2009

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