



**STUDENT SERVICES REPRESENTATIVE
FULL-TIME
Bargaining Unit Support Position**

Eastern Gateway Community College invites applications for the full-time position of *Student Services Representative* within Enrollment Services. The Student Services Representative will assist and support individuals who are interested in attending EGCC. This position is responsible for day-to-day functions of the admissions process and requires the ability to utilize excellent organizational and communication skills, provide customer service, and prioritize duties while multitasking. This position is based at our campus located in Steubenville, Ohio.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Assist and support students interested in attending Eastern Gateway Community College via telephone, electronically and in-person.
- Assist prospective students with the admissions process.
- Answer questions about programs for degree/certificate and transfer.
- Assist with administering placement testing.
- Assist students with completion of the FAFSA and other documents related to financial aid.
- Refer students to other departments and services where appropriate.
- Assist with scanning and filing documents.
- Assist with data entry related to the admissions process.
- Other responsibilities and duties as assigned.

EDUCATION & BACKGROUND:

- Associate's degree required.
- Two (2) years higher education, customer service, or financial service experience preferred.

SKILLS & ABILITIES:

- Ability to build effective working relationships with a diverse group of students and employees across multiple sites.
- Ability to communicate effectively and professionally both orally and in writing.
- Must possess a high level of integrity; be self-motivated, dependable and outgoing in interactions with others.

The normal working hours for this position will be 9AM - 6PM or 10AM - 7PM.

To apply, please forward a letter of interest, your resume, and the names and contact information of at least three professional references, to:

careers@egcc.edu

Internal applicants should include an employee ID number in their letter of intent.

Applications will be accepted until this position is filled.

Eastern Gateway Community College does not discriminate on the basis of race, color, religion, ancestry, national origin, sex, age, disability, veteran status, military status, gender identity or expression, genetic information or sexual orientation. The College will promote equal opportunities to all employees, applicants for employment, students and student applicants for admission to the College through a positive and continuing affirmative action program. Eastern Gateway Community College will fully comply with all federal, state and local laws and regulations to guarantee equal opportunities. All contractors of this College will comply with existing federal and state regulations concerning equal employment opportunities and affirmative action. Eastern Gateway Community College is an equal opportunity institution.