



## SAN CARLOS APACHE COLLEGE

### Job Posting

#### Student Support Specialist

**POSITION TITLE:** Student Support Specialist

**WORK LOCATION:** San Carlos Apache College, Main Campus in San Carlos, AZ

**DEPARTMENT:** Student Services

**REPORTS TO:** Registrar and Coordinator of Student Success Initiatives

**DEADLINE:** Open Until Filled (Opened 1/25/2023)

**Essential Responsibilities:** Essential responsibilities and duties may include, but are not limited to the following:

- Recruits students by developing alumni networks, visiting high schools and college admission events, arranging and leading campus tours, and initiating campaigns to induce students to attend the institution.
- Reviews prospective student applications and interview prospective students.
- Follows up with students to verify any application issues, including discrepancies or missing information.
- Contacts applicant references to verify information included on resumes, letters of recommendation, and applications.
- Works collaboratively with other Student Success staff and administration to review applicants, make final admissions decisions, and send out admissions notices.
- Conducts research, designs questionnaires for current students, analyzes questionnaire results, and leads focus groups to adjust recruiting strategies and materials.
- Maintains recruiting operations by following policies and procedures and reporting needed changes.
- Improves quality results by studying, evaluating, and re-designing processes and implementing changes.
- Updates job knowledge by participating in educational opportunities, reading professional publications, participating in professional organizations, and keeping current with legal guidelines and requirements.
- Maintains accurate documentation of students' progress toward their goals and next steps in the college admissions process.
- Creates a resource-rich environment for students and teachers as it pertains to college readiness and educational and career planning.
- Collaborates with parents/guardians to assist students with education and career planning.
- Ability to perform work duties independently with little or no supervision as well as team effort.

- Knowledge of FERPA as it applies to higher education settings.
- Ability to maintain professionalism and a strict standard of confidentiality

**Qualifications:**

- Outgoing, friendly, people-oriented skills are required
- Positive energy required
- Excellent verbal communication and public speaking skills are required
- Ability to successfully work with diverse student population
- Decision making ability required
- Internally motivated with strong persuasion abilities
- Initiative and ability to work independent
- Strong written and verbal communication skills
- Listening and interpersonal skills
- Supports diversity
- Results driven

**Education, Experience, & Licensing Requirements:**

- Successful completion of a full-2-year course of study in accredited college or university that led to a bachelor's or higher degree that included a major field of study in Education, Counseling, or a closely related field. **NOTE: Applicant must submit a copy of all college transcripts and/or degree to meet positive education requirements.**
- Knowledge, experience, and comfort working in higher education or an academic environment.
- Ability to provide outstanding quality customer service and support to SCAC and all stakeholders.
- Driver's license required.
- Ability to pass a pre-employment background check.
- Ability to pass a pre-employment drug and alcohol test.

**Compensation:**

- Dependent upon qualifications and commensurate with at least a two-year degree.

**How to Apply:**

Email your application, resume, cover letter, and supporting documents to [hr@apachecollege.org](mailto:hr@apachecollege.org)  
Chris Lyn Phillips, Human Resource Officer

- The San Carlos Apache College follows our Native Hiring Preference Policy
- The San Carlos Apache College is an Equal Opportunity Employer