



COLUMBIA GORGE

COMMUNITY COLLEGE

JOB DESCRIPTION

POSITION IDENTIFICATION

Position Title:	New Student Services Coordinator
Employee Classification:	Professional
Organizational Unit:	Student Services
Reports To:	Director of Foundation & Student Outreach
Date Written:	May 25, 2017
Revision Date(s):	N/A

GENERAL NARRATIVE DESCRIPTION OF POSITION

The Coordinator, New Student Services will be responsible for counseling current and prospective students and parents on the admissions process and course offerings at CGCC. The position will develop an enrollment/admission strategy with the student to help them accomplish goals and objectives. This position will be an active and primary manager of external relationships focused on creating effective student pipelines to the college and its programs, with a focus on high school relationships within the college's service area. The Coordinator, under direction of the Director of Foundation and Student Outreach, will take a lead role within the department and efforts related to developing departmental work plans, calendaring of events, recruitment activities, and other department specific objectives.

ESSENTIAL JOB FUNCTIONS

The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

Primary Duties:

1. Provides enrollment, advising, financial aid, and registrar counseling and assistance to current and prospective students, staff members, and the general public regarding academic programs, degree and career options, registration processes, college policies, and campus life.
2. Maintains up-to-date knowledge of college policies, procedures, programs, and articulation with other colleges, and surrounding state/private colleges and universities.
3. This position requires the ability to travel, load and transport admission materials, displays and other equipment (lifting in excess of 50 lbs) and requires extended working hours at varied work locations.
4. Assists with the planning and implementation of, and participating in, Orientation, Advising and Registration sessions.
5. Develops with the prospective student an understanding of the offerings of Columbia Gorge Community College, appropriate educational and career goals and initiating an

enrollment/admission strategy for accomplishing these student-identified goals or outcomes.

6. Represents Columbia Gorge Community College both on and off campus to prospective students, parents, secondary school counselors and other individuals and organizations involved in the college selection process.
7. Plans and implements recruitment activities for assigned areas of recruitment responsibility.
8. May travel extensively to recruit prospective students from community-based organization visits, high school visits and college fairs in assigned territory; cultivates assigned territory by developing relationships with guidance counselors, employment consultants, rehabilitation specialists, social workers, etc.; and provides regular territory analysis and feedback.
9. Implements high touch contact campaigns to meet strategic enrollment goals.
10. Develops and implements marketing strategies and materials to advertise programs.
11. Works across internal departments to support student recruitment into and marketing of programs.
12. Conveys by words and action the values expected by CGCC.

Additional Specific Duties:

1. Promotes and manages outgoing communication/marketing regarding the Oregon Promise opportunity for local students.
2. Serves CGCC as a primary point of contact for the Oregon Promise opportunity, by actively engaging in statewide communications and changes in programming.
3. Works closely with the CGCC staff in the Advising and Career Services department who manage the Oregon Promise First Year Experience Program.
4. Supports the CGCC Foundation staff in the Resource Development department efforts.

SUPERVISES THE FOLLOWING STAFF:

Supervise work study students as assigned.

ADVISES THE FOLLOWING STUDENT CLUBS/ORGANIZATIONS:

CGCC Student Ambassadors

EXPERIENCE

- 1-2 years' recent experience in a collegiate setting preferably in the Registrar, Admissions, Student Enrichment, Advising or Financial Aid office. 3-5 years' recent experience in a collegiate setting preferred.

EDUCATIONAL BACKGROUND

- Bachelor's degree in relevant field from an accredited college or university, and/or equivalent work experience. Master's degree in Business or Education Administration, or related education specific to the position preferred.

REQUIRED KNOWLEDGE, SKILLS, AND PERSONAL QUALIFICATIONS

KNOWLEDGE OF:

1. Program planning and administrative activities, including marketing and promotions, related to workshops, special events, and training programs to support the college admissions process.
2. Student Information Systems, including data entry, communication management, and reporting.
3. Financial aid policies, procedures, and eligibility requirements, including thorough knowledge of Title IV financial aid programs.
4. The college admissions process, including financial aid, scholarships, academic advising, and student registration.

ABILITY TO:

1. Perform a variety of general clerical and typing duties of average difficulty without close supervision.
2. Operate a word processor, typewriter, calculator, copy machines and computer terminal.
3. Maintain records and prepare reports.
4. Understand and follow oral and written directions.
5. Type at 50 words net minute from clear copy.
6. Establish and maintain cooperative and effective working relationships with others.
7. Meet schedules and time lines.
8. Communicate effectively both orally and in writing.
9. Establish and maintain an effective working relationship with management, staff, students, other agencies, and the general public; manage time effectively; read and interpret policies, regulations and laws as they relate to the job; communicate effectively, both orally and in writing, with individuals and groups.
10. Organize and prioritize and meet deadlines while providing calm, courteous, accurate and professional service in a fast-paced environment with multiple interruptions.
11. Maintain a high degree of discretion when dealing with sensitive/confidential information.
12. Make independent judgments, work efficiently under pressure, and perform the essential job functions.
13. Communicate, verbally and in writing, with proper grammar in the English language.
14. Work in teams, build diverse relationships in a multi-tasking environment.

WORKING CONDITIONS

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.

Physical Demands:

Normal office environment. While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is frequently required to walk distances; use hands and fingers to handle, or operate computers, objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift, and/or move up to 40 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

PRESENTED BY: _____
Services Officer **DATE** **Dr. Eric Studebaker, Chief Student**

REVIEWED BY: _____

Courtney Judah, Human Resources Coordinator **DATE**

APPROVED BY: _____

DATE **Dr. Frank Toda, President**

It is the policy of Columbia Gorge Community College and its Board of Education that there will be no discrimination or harassment on the grounds of race, color, sex, marital status, national origin, religion, age, disability, veteran status, sexual orientation, and any other status protected by applicable local, state, or federal law in any educational programs, activities, or employment.

Persons having questions about equal opportunity and nondiscrimination should contact the following persons:

For Employment

Human Resources

Office: Rm. 2.424

Phone: 541-506-6151

For Educational Programs

Lori Ufford, Chief Academic Officer

Office: Rm. 2.103

Phone: 541-506-6031

For Student Programs, Activities, and Services

Mike Taphouse, Director of Advising and Career Services

Office: Rm. 3.224

Phone: 541-506-6026

To Request Accommodations and Contact for Special Needs

Reasonable accommodations and auxiliary aides and services are available upon request to otherwise qualified individuals with disabilities. Please contact CGCC's Students with Disabilities Advisor Shayna Dahl at (541)506-6046 or the Event Coordinator in a timely manner. Relay 711.