

TREASURE VALLEY COMMUNITY COLLEGE

TVCC is a comprehensive community college dedicated to promoting student success.

RECRUITMENT ANNOUNCEMENT

Enrollment Specialist

HOURLY PAY - \$17.27

JOB TYPE – Full-time (non-exempt)

DEADLINE – First review 11-13-24

LOCATION - Ontario, Oregon

DEPARTMENT – Student Services

REPORTS TO – Director of Advising Services

Come work for us! Working for TVCC comes with many exciting benefits. With 11 annual paid holidays, Friday's off in the summer, Christmas break for all employees, generous vacation and sick leave along with a great selection of medical, dental and vision plans to choose from (for eligible employees and their dependents), retirement benefit (for eligible employees) and much more, choosing to work for TVCC will be a great step in your career. We invite you to apply and experience the benefits of a thriving community college that values each employees' contributions to its success!

A little about us... TVCC welcomes you to Ontario - where Oregon begins! TVCC was founded in 1962 and is located on a 90-acre campus near the center of Ontario, Oregon. TVCC currently employs around 150 full-time faculty and staff. TVCC's campuses and centers extend to several locations throughout Oregon and Idaho: Caldwell (Idaho), Burns (Oregon), Snake River Correctional Institution, Warner Creek Correctional Facility, Eastern Oregon Correctional Institute, Powder River Correctional Facility, and Two Rivers Correctional Institution. Ontario is an agriculturally based city of over 11,000 people, with a service area population of over 60,000. Ontario is situated in the Treasure Valley and located about 60 miles west of Boise, Idaho. The Treasure Valley offers many outdoor opportunities for the entire family, including fishing, boating, hunting, camping, skiing and sightseeing.

POSITION SUMMARY

Under the general supervision of the Director of Advising Services, performs a variety of responsibilities related to Enrollment Services at Treasure Valley Community College including providing a wide-range of professional and proactive customer services in an environment that is busy and fast-paced, and clerical support to the Admissions office. Coordinates with other Student Services areas to facilitate the smooth transition of prospective and current students in the enrollment process. Refers general public and students to appropriate college resources.

QUALIFICATIONS

MANDATORY: High school diploma or equivalent, and at least 2 years of experience in customer service. Demonstrated ability to work successfully under pressure and meeting deadlines. A working knowledge of word processing, database and/or spreadsheet application is required. Ability to interact with a highly diverse population in a positive and courteous manner. Strong written and oral communication skills. Ability to keep accurate records and maintain confidentiality. Ability to operate standard office equipment.

Ability to multi-task in a high traffic/busy environment. Must be or become familiar with policies and programs related to department served. Must be able to deal tactfully with the public both in person and via telephone; maintain cooperative effective working relationships with faculty, staff and students; and actively support a teamwork environment.

PREFERRED: Associates degree. Bi-lingual in English-Spanish.

ESSENTIAL FUNCTIONS

Acts as the primary point of contact for students in processing admissions and registration related documents, and financial aid information and processes. Act as the primary cashier for students and the first point of contact for all inquiries relating to the College.

Assist prospective students, current students, staff, faculty, and the public by providing general information regarding program availability, requirements, college admission policies, and other functions of the Student Services Center.

Assist prospective students with information on application materials for admissions and financial aid, including helping students fill out FAFSA and Student Loan documents online. Receive application materials and check for completeness. Assist students with registration, add/drops, and student withdrawals.

Answer questions in person, via the Internet, U.S. mail or by phone regarding college policies and procedures including but not limited to Admissions, Advising, Registration, New Student Orientation, Financial Aid, Testing and other student services. Refer students as appropriate.

Active participation during each registration period to assist with problems and questions.

Provide proactive services to a diverse population including non-native speakers, international students, high school students and other community members whose needs and interests vary.

Schedule necessary follow-up appointments/visits for prospective students or other interested individuals for the following: campus tours, admission, advising, financial aid, housing or other appropriate appointments.

Under the direction of immediate supervisor develop, review, write and follow processes.

Performs office support duties which may include scanning documents; distributing and processing of mail; updating and ordering admissions/registration publications and various office supplies; maintaining office area by updating signs and ensuring adequate supply of any relevant literature; and process returned mail for bad addresses.

Gather information from students in order to understand and evaluate individual circumstances; interpret relevant policies, procedures and guidelines to determine the appropriate referral for further assistance as necessary.

Provide information to students regarding the availability of classes; enrollment and class status; participation; waitlist; and location of classes. Notify students of registration dates, withdrawal deadlines and drop/billing dates.

Provide back-up for the Admissions office—campus tours; input student admissions and placement testing information into the college's student information system; support recruitment efforts by maintaining recruitment materials, information packets and other recruitment and advising mailings; data entry of interest cards and application forms.

Abide by federal, state, local and institutional policies. Perform all functions within compliance of the above restrictions as well as within FERPA (Family Educational Rights and Privacy Act) compliance.

Maintain up-to-date knowledge of programs, college policies, and procedures.

The above description covers the most significant duties performed but does not include other related occasional work.

TERMS OF EMPLOYMENT

This is a full-time, Classified, non-exempt position.

BENEFITS

Benefits include medical insurance for employee and eligible dependents, life insurance, Oregon retirement plan, paid holidays, vacation earned at a rate of 6.67 hours per month (80 hours per year, with increases every 5 years up to 160 hours earned per year), and sick leave earned at a rate of 8 hours per month.

APPLICATION PROCEDURE

A complete application file consists of the following:

- A letter of interest stating how you are qualified to perform the duties of the position
- A resume
- College transcripts, if any (copies are acceptable at this time)
- A TVCC application for employment. A pdf fillable application may be downloaded at www.tvcc.cc/hr/jobs.cfm
- If applicable, a completed DD Form 214 in order to establish veteran preference per OAR 839-006-0445 and OAR 839-006-0450(3)

APPLICATION SUBMISSION: All application materials should be submitted or mailed to: HR@tvcc; or Human Resources, Treasure Valley Community College, 650 College Boulevard, Ontario, OR 97914.

NOTE: If you are unable to supply any requested application information by the deadline, please notify the HR office, otherwise your application may be deemed incomplete and will not be considered further. Materials submitted with the application become the property of TVCC and will be retained in accordance with employment procedures. The College reserves the right to reject all applicants and ask for a re-opening of the position or make a direct appointment.

TREASURE VALLEY COMMUNITY COLLEGE IS AN EQUAL OPPORTUNITY EDUCATOR AND EMPLOYER

It is the policy of the Treasure Valley Community College Board of Education and the College that there will be no discrimination or harassment on the basis of race, color, sex, marital status, sexual orientation, gender identity, religion, national origin, age or disability in any educational programs, activities or employment. Lack of English language skills will not be a barrier to admission and participation in career and technical education programs. Persons having questions about equal opportunity and non-discrimination should contact the Human Resources Director located in the Performing Arts Center on the south side of the Four Rivers Cultural Center building, or call (541) 881-5838 or TDD (541) 881-2723.

Es la póliza de la Junta de Educación de "Treasure Valley Community College" que no habrá tolerancia a la discriminación ni acoso por motivos de raza, color de piel, género, estado civil, orientación sexual, identidad de género, religión, nacionalidad, edad o discapacidad en cualquier actividad relacionada al estudio, o empleo. La falta de habilidades en el idioma inglés no será barrera para la admisión y ser participe en programas de carreras técnicas y profesional. Individuos que tengan preguntas sobre oportunidades y no discriminación deben ponerse en contacto con el Director de Recursos Humanos ubicados en el "Performing Arts Center" en el lado sur del edificio "Four Rivers Cultural Center". Teléfono (541) 881-5838 o TDD (541) 881-2723.