
Position Title: Student Support Specialist at the Geary County Campus

Reports To: Director of the Geary County Campus

Employment Classification: Full-time, non-exempt, support staff, employment-at-will, KPERS covered

Length of Contract: 2080 Hours, 12 Months

Date of Position Description: October 2023

The administration retains the right to add or change duties at any time.

GENERAL NARRATIVE DESCRIPTION OF THE POSITION:

The holder of this position will serve as the first point of contact in the Student Services Office and be responsible for the coordination of financial aid services and military education benefits on the Geary County Campus, including serving as the School Certifying Official for Veterans benefits. The Student Support Specialist will also provide primary support to faculty advisors and perform student support tasks as assigned by the Director of the Geary County Campus. The person shall hold at a minimum an Associate Degree; possess a valid Kansas driver's license; exhibit excellent written, verbal and telephone communication skills; possess basic quantitative skills; become familiar with college database, understand and effectively run reports and execute tasks in a timely manner; possess a basic working knowledge of selected computer applications including word processing, spreadsheet, and desktop publishing manipulations; and demonstrate the ability to operate basic office machines such as copiers, calculators, and FAX machines. Must be capable of handling stressful situations, deadlines, and tasks demanding attention to detail, while providing excellent customer service, and with minimal supervision.

GENERAL ESSENTIAL JOB FUNCTIONS:

Essential functions of this position include the demonstrated ability and willingness to:

- ❖ Communicate clearly in standard English in both written and verbal forms, and on the telephone;
- ❖ Operate a keyboard;
- ❖ Operate a computer and a printer utilizing word processing and spreadsheet applications;
- ❖ Operate various types of office equipment;
- ❖ Exhibit basic quantitative skills involving arithmetic functions;

- ❖ Exhibit excellent interpersonal and cooperative skills;
- ❖ Work evenings and weekends if and when required;
- ❖ Work overtime if and when required;
- ❖ Perform tasks with a high degree of accuracy; and
- ❖ Meet the physical requirements of the position as described on the attached sheet.

SPECIFIC ESSENTIAL JOB FUNCTIONS:

- ❖ Serve as first point-of-contact for Student Services Office on the Geary County Campus.
- ❖ Coordinate financial aid services at the Geary County Campus, including but not limited to:
 - Serve as liaison between Geary County Campus students and the Concordia campus Financial Aid Office;
 - Stay current with federal regulations by reading Department of Education and Financial Aid publications, along with viewing webinars, attending conferences and maintaining memberships in various Financial Aid organizations;
 - Maintain and ensure confidentiality of student records and information;
 - Counsel and advise students about financial aid eligibility, application procedures, aid programs, aid eligibility, packaging, policies, costs, billing process, indebtedness, money management, and financial planning;
 - Distribute and collect financial aid forms from students and review completed forms for accuracy;
 - Counsel students on financial aid determinations of warning, denial, and academic plans;
 - Assist students with entrance and exit loan counseling loan agreements (MPN) and Annual Student Loan Acknowledgment;
 - Assist in the development of financial aid forms;
 - Maintain subscriptions to financial aid listservs;
 - Assist in implementation of Cloud County Community College's financial aid policies and procedures;
 - Train Geary County Campus faculty advisors on financial aid procedures related to academic advising.
- ❖ Administer Military Education Benefits, and adhere to pursuant regulations, for prospective and current students on the Geary County Campus and assist with those on the Concordia campus.
 - Serve as the Veteran Representative for veterans education benefits on the Geary County Campus, which includes certifying initial enrollment and changes in enrollment to the Veterans

- Administration, throughout the semester, for student veterans receiving education benefits on the Geary County Campus;
- Maintain veterans benefits records for current and prospective students;
 - Coordinate with School Certifying Officials from other area colleges and universities to provide veterans benefits to students attending multiple colleges;
 - Coordinate with area Vocational Rehabilitation Counselors and Education Center Counselors to assist Geary County Campus students receiving military education benefits at Cloud;
 - Prepare various reports regarding students receiving military education benefits and services;
 - Complete required annual training to stay informed of current policies and regulations and attend relevant conferences;
- ❖ Provide support to faculty advisors and Director of the Geary County Campus, including but not limited to:
- Create, update, and maintain student advising files, both paper and electronic, for advisor use;
 - Perform keyboard operations including the preparation of letters, emails, text messages, and reports, the input and retrieval of data, and the preparation of brochures, announcements, flyers, and other publications;
 - Perform prerequisite checks at end of each semester;
 - Process Total Drops and Total Withdrawals;
 - Assist with Student Services Day, student enrollment, registration, and orientation activities;
- ❖ Perform a variety of Student Records functions including but not limited to:
- Update student information in college database;
 - Process drop/add and withdrawal forms, as directed while maintaining the confidentiality of non-public records.
- ❖ Assist with various student engagement and recruitment activities and events, including, but not limited to:
- Assist Admissions Counselor with placement testing, as need;
 - Create and promote campus activities using social media, CloudNow app, and online college calendar;
 - Community fairs and festivals;
 - Curate Student Services, Veterans, and Job bulletin board content.
- ❖ Supervise work study students, track hours and oversee the completion of pursuant paperwork;

- ❖ Provide backup at the Reception Desk, in the absence of the Campus Office Manager;
- ❖ Attend in-services and professional development conferences (overnight travel may be required), committees, special events and functions;
- ❖ Maintain liaison with Student Services offices on the Concordia campus;
- ❖ Regular attendance and/or physical presence at the job is required;
- ❖ Have the ability to work with diverse populations;
- ❖ Interact cordially with coworkers to accomplish common tasks;
- ❖ Perform other duties as assigned.

Cloud County Community College offers a complete benefits package to all full-time support staff including:

- Health care coverage for employees and eligible dependents (up to \$728.36 paid monthly for single coverage by the college toward premium cost)
- Paid holiday leave - approximately 24 days of holiday leave
- Paid sick leave – 10 days annually, accumulates to 100 days total
- Paid vacation leave – earned at a rate of 8 hours per month, accumulates to 144 hours total
- Retirement coverage through the Kansas Public Employees Retirement System (KPERS)
- Free CCCC tuition for employee, spouse, and minor dependents
- Free pass for employee, spouse, and immediate family members to most college sponsored events
- IRS Section 125 cafeteria salary reduction plan to purchase nontaxable health insurance, medical expense reimbursement, and dependent (child) care reimbursement (AFLAC)
- Free use of the Fitness Center