Job Description

Job Title: Student Outreach and Enrollment Specialist
Department: Academic and Student Affairs
Reports to: Assistant Dean of Recruitment and Retention

Job Summary
Reporting directly to the Assistant Dean of Recruitment and Retention, this position will advise prospective students concerning a variety of Gillette College programs, including application requirements, deadlines, transfer programs, eligibility criteria for both state and federal financial aid, course registration, assessment testing procedures, admission yield activities, and New Student Orientation events. In addition, this position will respond to student questions and advise regarding the various student service programs, majors, general education, and graduation requirements. The incumbent will also be charged with conducting extensive outreach advising services to potential traditional students and their families, plus, the non-traditional working adult clientele.

Essential Duties and Responsibilities

- Advise and share information with prospective students and families concerning Gillette College enrollment programs; refer students to various campus services and offices for specialized assistance as appropriate.
- Utilize a variety of automated computer applications to update or modify reports; design and develop promotional literature, pamphlets, forms, displays, and website information regarding enrollment services offered by Gillette College.
- Coordinate Gillette College’s student outreach services, including but not limited to, scheduling presentation dates, coordinating campus visits and workshops, reserving facilities, and securing presenters.
- Develop and maintain a variety of electronic databases to track automated records for reports and presentation.
- Participate in various special events, including college and career nights at area schools; represent and promote the College; respond to questions and inquiries; serve as a facilitator to educate students about the institution’s programs and resources.
- Collaborate with multiple departments as needed to schedule and utilize staff and resources to meet the needs of prospective students; refer prospective clientele to financial aid and other academic and student support service staff as appropriate.
- Coordinate campus wide events to meet the overall outreach goals of Gillette College and the division.
- Maintain familiarity with all financial aid processes, regulations, and activities.
- Be well versed in all class registration activities and advise students in registering and completing the Accuplacer test, Course Planning Form, and Orientation.
• Maintain a variety of files and records designed to assist the prospective clientele engage in a successful transition through the student matriculation process at the College.
• Assist the division in administering and advising students participating in the dual/concurrent high school enrollment programs.
• Manage the development and implementation of the high school connections established in partnership with secondary schools in the region.
• Develop, nurture, and sustain working relationships with college faculty and administration involved with the high school connections initiatives.
• Attend and participate in professional group meetings; stay abreast of changes in financial aid, and institutional policies and procedures.
• Some weekend and evening work is required.
• Perform related duties and responsibilities as assigned.

Knowledge of:
• College and vocational education entrance requirements.
• Principles and procedures of student assessment and interviewing.
• Eligibility criteria for federal and state financial aid.
• Matriculation procedures.
• Organizational and planning skills.
• A variety of college information, services, policies, and procedures.
• Pertinent federal, state, and local laws, codes, and regulations.
• Community agencies and community-based resources.

Ability to:
• Conduct workshops and presentations to students, parents, and college personnel.
• Conduct student interviews, recognize their needs, and make appropriate referrals.
• Work independently or in a team environment.
• Apply analytical and critical thinking skills.
• Provide information to students on the availability of programs and services.
• Respond to requests and inquiries from students, faculty, staff, and the general public.
• Communicate clearly and concisely, both orally and in writing.
• Establish and maintain effective working relationships.
• Sensitivity to, and understanding of, the diverse academic, socioeconomic, cultural, linguistic, ethnic backgrounds, and disabilities of community college students and staff.
• Sit, stand, and walk for prolonged periods of time; extensive use of a computer keyboard; lift up to 30 pounds.

Education and Experience:
• Bachelor’s degree from an accredited college or university.
• Experience working in a customer service environment in higher education preferred.
• Fluency in both English and Spanish languages is highly desirable.
• Possession of, or ability to obtain, an appropriate valid driver’s license.

Physical Requirements:
• Prolonged periods of sitting at a desk and working on a computer
• Must be able to lift up to 15 pounds at times

HOW TO APPLY:

In order for applications to be complete they must contain: a cover letter, resume, GCCD application (found online at https://gillettecollege.org/about/careers), and copies of graduate (if applicable) and undergraduate transcripts. Official transcripts will be needed prior to an interview. Email all application documents to tgardner@gillettecollege.org.

Equal Opportunity and Affirmative Action Employer

Gillette Community College District is an equal opportunity institution and as such, does not discriminate on the basis of race, sex, color, national origin, religion, age, veteran status, political affiliation, disability, sexual orientation, gender identity, or any other characteristic protected under applicable federal, state, or local law in admission or access to or treatment or employment in its educational programs or activities. Direct inquiries or complaints to Ted Gardner, Interim Human Resources Director, 300 W Sinclair Drive, Gillette, WY 82718, or tgardner@gillettecollege.org, or the U.S. Department of Education, Office for Civil Rights, 1244 Speer Blvd., Ste. 310, Denver, CO 80204-3582, 303-844-5695 or TDD 303-844-3417.