MIDDLESEX COMMUNITY COLLEGE
JOB OPPORTUNITY
Student Services Assistant – Advising/Retention
CCProfessional 16
Full-Time, 12-month, Tenure Track
Projected Start Date – August 2020

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

Open To: The Public
Location: Middletown, and MxCC@Platt Locations
Hours: 35 hours per week
Salary: $57,604 – 63,421
Closing Date: July 11, 2020

Middlesex Community College offers more than 70 degree and certificate programs in a broad range of liberal arts, occupational and career studies at the main campus in Middletown, satellite location in Meriden, and online.

The Student Services Assistant performs the detailed recording, maintenance and report preparation of student records at a Connecticut Community College. The College’s advising and retention services are supported by a complex computer-based student information system which is overseen by the centralized information technology organization, but which is operated and adapted locally by the College’s enrollment services staff. The position function encompasses such areas as advising, retention, and performing assessment testing and placement based on students’ basic academic skills at a Community College. As needed, the position may be assigned to assist in college recruitment activities and New Student Orientation. The position’s role is that of performing the detailed tasks of various student support responsibilities and services. Such services require evening and weekend attendance.

Minimum Qualifications: Bachelor’s degree in an appropriately related field and one to four years of related work experience; OR a Master’s degree and zero to three years of related work experience. Applicants who do not meet the minimum qualifications as stated, or who possess a degree in a related field, are encouraged to put in writing precisely how their background and experience have prepared them for the responsibilities of this position and by providing appropriate references.

Responsibilities: Reporting to the Director of Advising, the Student Services Assistant- Advising/Retention is accountable for contributing to the advising and retention of students and works with the advising and retention groups of the college. Additionally, the Student Services Assistant-Advising/Retention is responsible for effective performance in these essential functional areas: student engagement; academic and career advising; retention and holistic supports; reporting of student information; test administration; administrative support; and technology fluency and data analytics.

General Responsibilities: Fundamental knowledge of student records; Admission and registration practices and methods accepted by the higher education field; Skill in operating computerized and manual systems for collecting, preserving and reporting data; Strong information technology literacy skills; Conduct favorable interactions with faculty, administrators, staff, students and public; Experience with computerized testing and instruction methods experience; Effective oral and written communication; Familiarity with programs and strategies to support first-generation, low-income, non-traditional, and minoritized students; Demonstrated ability to use technology in the workplace; Familiarity with the community college environment and its student population; Independently manage workload and meet deadlines; Ability to work independently and collaboratively to solve problems; Experience providing high quality customer service in a fast-paced and high-volume environment; Experience supporting students in academic goal setting and career planning; and Experience in academic or case management;

Work Environment: Work is typically performed in office and other campus-based settings. Some offsite work in satellite locations, evening, and attendance at community and CSCU system-based events will be required.

Application Instructions: Email letter of intent, resume, BOR Application, transcripts (unofficial copies are
acceptable at the application stage), and three letters of reference to: MX-HR-Recruitment@mxcc.commnet.edu;

Noreen Wilson, Administrative Assistant, Human Resources
Middlesex Community College, 100 Training Hill Road, Middletown, CT 06457

For more information about Middlesex Community College please visit our website, www.mxcc.edu

MIDDLESEX COMMUNITY COLLEGE IS AN AFFIRMATIVE ACTION / EQUAL OPPORTUNITY EMPLOYER;
PROTECTED GROUP MEMBERS ARE STRONGLY ENCOURAGED TO APPLY.

Middlesex Community College does not discriminate on the basis of race, color, age, religious creed, marital status, national origin, ancestry, genetic information, physical disabilities (including blindness), learning disabilities, intellectual disabilities, past or present history of mental disability, sex, including pregnancy, sexual harassment, sexual assault, transgender status, gender identity or expression, sexual orientation or civil union status, workplace hazards to reproductive systems, veteran status, retaliation for previously opposed discrimination or coercion or other factors which cannot lawfully be the basis for employment actions, unless there is a bona fide occupational qualification. Additionally, the Connecticut State Colleges and Universities (CSCU) will not unlawfully discriminate against persons with a prior criminal conviction. The following individuals have been designated to handle inquiries regarding the non-discrimination policies: Leah Glende, Manager of Diversity and Inclusion, 61 Woodland Street, Hartford, CT 06105, 860-723-0727, or by email at LGlende@commnet.edu.