

**Job Title:** Student Services Support Specialist

**Supervisor:** Director of Student Services, Marilyn Babyar

**Employment Terms:** Full Time – 1,700 hours 35-40/week over 48 weeks.

**Salary Range:**

Position being posted on behalf of Northern Arizona University Center for Service and Volunteerism.

**Location:** West-MEC Corporate Office  
5487 N. 99<sup>th</sup> Ave.  
Glendale, AZ 85305

**Short Description of your organization and mission:**

West-MEC's mission is to prepare students for tomorrow's careers. The District offers advanced CTE programs leading to industry-recognized credentials. From start to finish, we ensure that students complete their chosen programs, assisting with program selection, registration, communication, support to maximize retention, and offering multiple pathways to college and career. Since 47% of West-MEC students choose to participate in early college opportunities, it is our mission to support the students/families with information, technical assistance, and advisement to connect them with appropriate post-secondary opportunities.

**Skill Sets:**

- Customer Service
- Communication
- Critical Thinking
- Personal Management
- Leadership
- Professional Management
- Computer Technology
- Teamwork

**Primary Function/Purpose:** The Student Services Support Specialist assists with processes, timelines, and communication, presentations on topics focusing on college and career readiness. The individual also supports students and families through the registration process, and assists the Student Services department in acquiring student records and managing data regarding student accounts and various annual reports.

**Major Responsibilities and Duties:**

Under the mentorship and support of Student Services the ARCC Service Member will:

**Essential Duties and Responsibilities:**

- Assist with the development of process, timeline, communication, schedule and delivery of presentations
- Assist with Dual Enrollment tasks such as registration, MEID, and tracking
- Assist with developing and maintaining a centralized database of pending, approved, and expired Work-Based Learning (WBL) sites
- Assist with conducting outreach to potential industry partners and past WBL sites to encourage future and/or continued participation in hosting students
- Assist with outreach to parents and students in regards to the online registration process
- Assist with data management, i.e. quarterly withdrawal report, enrollment/retention and application data
- Assist with coordination and preparation of the recognition ceremonies
- Assist the ESS team with requesting IEP and 504 records from the sending school each month
- Organize ESS records for review and processing
- Assist with managing a list of student contacts relating to high opportunity programs, and conducting phone calls to determine student interest
- Assist with researching and recording upcoming community events within West-MEC boundaries

### **Qualifications:**

Ability to communicate effectively with students, parents, colleagues, administration, industry partners

Ability to speak clearly and concisely in written or oral communication

Maintain a high level of ethical behavior and confidentiality of information

Team oriented

Comfortable with technology; familiarity with Google Drive and spreadsheets is ideal

Upon selection must be able to obtain Fingerprint Clearance Card

### **Preferred:**

- Public Speaking skills
- Presentation skills
- Desire to learn college and career pathway opportunities within a variety of technical career fields
- Personal experience as an intern or participant in a Career and Technical Education

### **Training/Development Opportunities:**

AmeriCorps members will be trained through West-MEC's extensive Professional Development offerings. West-MEC Student Services staff will assist in developing individualized training and mentoring. The ARCC service members will find continual support from their mentors and have access to a variety of professional development training from the West-MEC PD department (example: Instructional Best Practices, Classroom Management, Work-Based Learning), and West-MEC's in house West-MEC You program

### **Work Environment:**

Must be able to sit at a computer terminal for two consecutive hours at a time, lift up to 50 lbs.

Service Member may travel between West-MEC facilities as well as business, industry, college partner sites on occasion.

Qualified individuals with disabilities and those from diverse backgrounds are strongly encouraged to apply. We provide reasonable accommodations for qualified individuals upon request.

For more information, contact:

**Andrew Facemire**

AmeriCorps Program Coordinator

NAU Center for Service and Volunteerism

[Andrew.Facemire@nau.edu](mailto:Andrew.Facemire@nau.edu)

928-523-2199

To Apply: <https://in.nau.edu/center-for-service-and-volunteerism/apply-amicorps/>