ADMINISTRATIVE & OFFICE SPECIALIST II, #00025
(Working Title: Enrollment Services Information Specialist)

J. Sargeant Reynolds Community College is the third largest community college in Virginia and offers a variety of programs and services to the residents of the City of Richmond and five surrounding counties. Annually, our three campuses serve over 19,000 credit students and provide training for an additional 11,000 students through the Community College Workforce Alliance. During our 44-year history we have educated more than 300,000 people in the Richmond area. Additional information is available at the College’s Website: www.reynolds.edu.

Reynolds is seeking applicants who share in its commitment to students and teamwork. The College supports a culture of life-long learning, celebrating its diversity, and recruiting and retaining star quality employees. It is currently seeking applicants for the position of Administrative & Office Specialist II, Pay Band 2. This position will be assigned to Office of Student Affairs/Enrollment Services, on the Parham Road Campus, 1651 E. Parham Road, Richmond, VA 23228.

**TYPE OF APPOINTMENT:** Full-time classified position with state benefits.

**DUTIES:** The Enrollment Services Information Specialist supports the Enrollment Services Center by performing exceptional frontline services to prospective students, current students, alumni, staff, faculty and the general public. This position screens constituents; provides accurate and timely enrollment related information; referring customers, as necessary, to appropriate college services; and generally maintains an environment that is professional and student-centered. This position also promotes positive working relationships in the Enrollment Services Center through teamwork and excellent customer service.

**QUALIFICATIONS REQUIRED:** Working knowledge of office practices, procedures, and current office equipment. Working knowledge of telephone and receptionist procedures. Working knowledge of personal computers with current software applications. Demonstrated ability to provide a high level of customer service in a busy student environment. Demonstrated ability to interpret and communicate policies and procedures to a variety of customers; and collect, assemble, and process information. Demonstrated ability to communicate effectively, orally and in writing, with customers from diverse backgrounds in a fast-paced environment. High school graduate or equivalent. The selected candidate must be able to pass the college’s pre-employment security screening.

**QUALIFICATIONS PREFERRED:** Current experience providing exceptional customer service to a diverse population in a fast-paced and busy customer service environment is preferred. Experience in enrollment services processes in a higher education setting is also preferred.

**PAY BAND RANGE:** $20,894 - $49,370

**STARTING SALARY:** Approximate starting salary, $20,894- $29,121, based on related full-time experience and pre-employment salary.

**APPLICATION DEADLINE:** Applications will be accepted through May 13, 2016.

**APPLICATION PROCESS:** To apply for this or any other Reynolds vacant position, please visit the Virginia Jobs website [https://virginiajobs.peopleadmin.com](https://virginiajobs.peopleadmin.com).

**CONTACT INFORMATION:**
Emily Duncan, Classified Recruitment and Wage Employment Coordinator
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Email: eduncan@reynolds.edu

*J. Sargeant Reynolds Community College does not discriminate on the basis of age, color, disability, family medical history or genetic information, military service, national origin, parental status, political affiliation, race, religion, sex (including pregnancy and gender identity), sexual orientation, or any other non-merit based factor in its employment opportunities, programs, services, and activities. Employment-related inquiries regarding the college’s nondiscrimination policy should be addressed to: EEO Officer, EEO@Reynolds.edu.*