EDUCATION SUPPORT SPECIALIST II, #00431
(Working Title: Enrollment Services Contact Center Specialist- Advising)

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 Education Support Specialist II, Pay Band 3. This position will be assigned to Office of Student Affairs/Enrollment Services - Contact Center 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 Contact Center Specialist-Advising serves as a specialist in the area of academic advising. This position provides exceptional frontline assistance to prospective and continuing students, primarily through phone advising and email correspondence by providing information, advice, and guidance in the areas of admissions, registration, placement testing, course offerings, curriculums, transfer opportunities, financial aid, and general college information. This position also promotes positive working relationships in Enrollment Services through teamwork and excellent customer service.

QUALIFICATIONS REQUIRED: Working knowledge of curricular programs and academic requirements; career opportunities and qualifications; and enrollment services processes in a higher education setting. Some knowledge of student development theory and practices. Demonstrated ability to advise students and provide a high level of customer service to a diverse population of constituents. Demonstrated ability to interpret and communicate policies and procedures. Ability to communicate effectively orally and in writing, and to work with individuals of diverse backgrounds. Demonstrated ability to establish positive working relationships while working independently and as part of a team. Ability to utilize personal computers and current software programs. High school graduate or equivalent. Valid driver’s license. The selected candidate must be able to pass the college’s pre-employment security screening.

QUALIFICATIONS PREFERRED: Graduation from an accredited college or university with coursework in counseling or a related field is preferred. Current experience working with a variety of individuals in an advisory or counseling capacity. Experience working in a college environment is also preferred.

PAY BAND RANGE: $24,969 - $58,146

STARTING SALARY: Approximate starting salary, $24,969- $35,286, 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.

CONTACT INFORMATION: Emily Duncan, Classified Recruitment and Wage Employment Coordinator Phone: (804) 523-5874 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.