Job Title: Student Support Services Assistant  
Department: Title III Program  
Supervisor: Title III Program Director

Summary of Position: The Student Support Services Assistant will meet the increased demands of services required with growth in campus by seeking innovative ways to enhance enrollment in the Student Support Services department. The Student Services Assistant will collaborate with the Financial Aid Office, Student Billing, Bookstore, Registrar and Admission’s office to meet the demands of student needs. The First Year Experience Coordinator is funded under the Title III program on a ten month budget for the first year funded by the Department of Education and is expected to begin prior to the beginning of the 2011.

Principles duties and Responsibilities:

- Develop and research innovative ways to improve service needs to meet demands of the students.
- Help coordinator tutor component with program director.
- Maintain confidentiality with student records and monitor student academic progress.
- Establishes an effective and organized filing system for the program.
- Creates both new and standard forms needed for program efficiency.
- Provides informational reports on program budget, line items, and expenditures as requested by the Director.
- Participate in planning events and projects to improve demands of service needed.
- Collaborate with Title III staff to develop and manage community based activities, for recruiting students.
- Makes travel arrangements and purchase order requisitions for the program and submit completed paperwork to the Finance Office for processing.
- Researches various information via telephone, e-mails, and correspondence as needed.
- Contact individuals, organizations, schools, or agencies for outreach, networking, or collaboration purposes as requested by the program director.
- Maintain records for the program.
- Prepares all outgoing mail, monitor program supply inventory and order office supplies as necessary.
- Drafts correspondence or reports required or needed by various agencies, organizations, local schools, community colleges, universities and with the funding agency.
- Serves as an outreach representative in providing information to the public.
- Collaborating outreach efforts with various agencies, local organizations, schools, community colleges, universities, and with funding agency.
- Ability to understand and/or speak the Crow language.
- Attend meetings as needed outside the community or with program director and colleagues.
- Develop, organize, collect, document and analyze surveys as requested by the program director.
- Fax, copy, and e-mail documents as necessary.
- Serves on committees as needed or requested by program director.
- Performs other duties as assigned or requested by the program director.
Job Qualifications:

Knowledge – Must be knowledgeable of basic office management and equipment, including standard letter writing, using correct grammar and punctuation. Applicant must have basic computer skills (Word, Excel, Internet Access, etc) and office machines experience, which would include faxes, copiers, and computers.

Skills – This position requires excellent oral and written, communication skills, planning, coordinating and have word processing experience, as well as having outstanding organizational and interpersonal skills. The incumbent must have a working knowledge of computer applications (word, excel, etc), be a self-starter and be able to develop effective working relationships.

Abilities – This position requires the ability to work with diverse populations, disseminate and discuss information, be multi-task oriented, prioritize work assignments, participate in college related activities, perform at a high level of accuracy, maintain confidentiality, follow written and verbal instructions.

Education:
The above knowledge, skills, and abilities are typically acquired through a combination of education and experience equivalent to: 1) Associates degree required with two or more years of experience in a general to developing and researching innovative ways to improve service needs to meet demands of the students, (2) Bachelor’s degree preferred.

Salary & Selection – will be based on years of experience, education, and qualifications.
1. This position requires excellent organizational skills for record keeping and the ability to prioritize work. Describe your knowledge of computer skills, creating material for meeting demands to improve service needs for meetings, project events and data entry experience for reporting and presentations.

2. Duties would involve finding innovating ways to improve service needs and researching way to meet these demands. What relevant skills do you possess for this type of work? And/or what work experience do you have that required these skills? (This could either be from prior experience or community-based work.)

3. This position requires commitment, attention to detail, independent work and self direction. Describe your experiences working on your own and give examples of how you set and achieve goals and ensure attention to detail.

4. This position requires interaction with people – students, faculty, staff, community members, representatives of other community organizations, federal agency personnel, local school administrators and university collaborators. Describe your “people” skills and especially your communication skills and teamwork skills. You might want to include what you feel are important attributes when dealing with the public in general.

5. Little Big Horn college is committed to preserving and promoting the Crow tribal culture, which is reflected in the organizational/institutional environment, student activities, and academic curriculum. Further, the majority of collaboration would be primarily with Crow community members and students, including people who are native Crow language speakers. Please discuss your knowledge, experience, or reflections in working in such an environment.

6. Describe any experience you have had to improve growth on-campus and enhance enrollment, either for school, for work or as a volunteer.

7. Please describe your knowledge and skills using computer programs (access, excel, powerpoint, word, etc) that you may have used, experience you have had, to improve service needs using data compilation, analysis or interpretation of work you have done.

8. Do you have any other skills, abilities or experience you think would be relevant to this position, which you haven’t already described?