



Administrative Specialist II

Date Posted: June 28, 2022

Title of Position: Administrative Specialist II

Bargaining Unit/Salary Range: MSEA Support Services; Level 8; Starting at \$16.54 per hour – This position is currently funded through Free College Program Funding.

Responsibilities: Provides information and assistance to prospective and current students regarding the Free College program, serving as a one-stop shop to answer most questions and assist with completing the FAFSA. Provides customer service and clerical/data entry support to the Admissions / Financial Aid Office and Welcome Center; while focusing on processing applications for students eligible for Free College. Primary responsibilities include serving as an initial contact for students and prospective students on the telephone and via email; answering questions and making accurate referrals to other staff as appropriate; including scheduling appointments. Assists Admissions & Financial Aid staff in presenting workshops and information specific to Free College at events on campus and in the community. Communicates professionally in person, over the telephone, through email and other electronic means with a wide variety of internal and external customers. Shares service window responsibilities with a second staff member.

Minimum Qualifications: High School Diploma or GED required. Minimum of one year of experience in increasingly responsible higher education customer service; demonstrated effective customer service skills; and advanced experience working with MS Office Suite including Word, Excel, PowerPoint and computer database systems. Working knowledge of Financial Aid, Registration, Admissions & Registrar The ability to type 40-45 wpm with 92% accuracy on a timed typing test.

Preferred Knowledge, Skills and Abilities:

- Ability to listen to customers (e.g., students, parents, faculty, staff, etc.) and to understand and respond positively to their requests using tact and diplomacy and knowledge of federal, state and college policies and procedures.
- Ability to interact effectively as a member of a team and work collaboratively with other departments within and outside of the Welcome Center.
- Excellent written and verbal communication skills.
- Establish and maintain effective working relationships, along with maintaining positive attitude and respect for others.
- Superior problem resolution and organizational skills while constantly maintaining confidentiality of work-related information and materials.
- Ability to read, comprehend, and comply with college policies and procedures pertaining to all aspects of student enrollment.
- Demonstrate understanding the importance of accuracy with attention to detail.
- Ability to be mentally flexible (multi-tasking) and to manage frequently changing work assignments.

Benefits: Employer paid health, dental and life insurance for employee, Maine State Retirement and a generous paid time off package. **Note:** Proof of up-to-date COVID-19 vaccination required prior to the first day of employment, subject to exemptions recognized by law.

Application Procedure: Email cover letter, resume, transcripts, and contact information for three professional references to resumes@emcc.edu. Position will remain open until filled.

Eastern Maine Community College is an Equal Opportunity employer. We celebrate diversity and are committed to creating an inclusive and non-discriminatory environment for all employees. We provide reasonable accommodations to qualified individuals with disabilities upon request. For more information, please contact (207) 974-4637