

TEMPORARY FULL-TIME HOURLY OFFICE ASSISTANT FOR EDUCATIONAL PLANNING

Reports to: Educational Planning

Hourly Rate: \$17.28

Employment Dates: Approximately September 16 through December 2024

Position Summary:

Description: Under the guidance of the Director of Educational Planning, coordinate WVC's new student intake/onboarding process for enrollment and manage the day-to-day responsibilities of math and English placement for the Wenatchee and Omak campuses. Send and respond to student emails and text messages regarding the enrollment process. Provide customer service by welcoming visitors and greeting students, taking phone calls, and answering questions.

Summary of Duties and Responsibilities

- Collect, evaluate, and interpret test scores, high school transcripts, directed self-placement results, and other documentation for placement in combination with other intake requirements;
- Determine placement levels, enter placement results into the student database system in a timely manner; communicate results with students and direct them in the next steps they need to take;
- Coordinate directed self-placement options and online math placement testing; sign up students for placement either in person or via phone or email;
- Serve as the primary contact providing students, staff, and visitors with information and interpretations of policies and procedures related to placement; communicate placement requirements and processes;
- Manage the sign-up process for new students to access the Online Advising and Registration (O.A.R.) tutorial and monitor their progress; create and manage sign-up sheets, email Canvas Course Invitations to students, clear enrollment holds for students who successfully finish O.A.R.; collect and track O.A.R. data; answer questions and assist students navigating the process;
- Provide professional, friendly front-line service; answer phones and reply to emails/texts in a timely manner; resolve problems and respond to inquiries regarding departmental procedures and services; receive and refer visitors; answer the Placement and Educational Planning phoneline (transfer calls, forward messages, take messages, return phone calls); reply to emails sent to the Placement email account;
- Support Educational Planning and other Student Affairs staff; schedule appointments for students to meet with Educational Planning staff, College Navigators, Counselors, and the Student Access Manager;
- Responsible for ensuring incoming and outgoing mail is delivered to and picked up from the Service Center regularly; keep fliers, brochures, etc. stocked; keep Educational Planning and Placement area organized and tidy (including file cabinets, supply drawers, counters, etc.);
- Maintain the highest level of confidentiality at all times;

Related duties and responsibilities may be assigned.

Minimum Qualifications:

- High school graduate or equivalent.
- Experience with Microsoft Office products.
- Customer service experience.

Preferred Qualifications:

- Associate's degree or equivalent.
- Two years of increasingly responsible office or customer service experience.
- Ability to manage multiple tasks and/or projects simultaneously and carry out assignments under pressure and short deadlines and/or frequent interruptions.
- Experience working in a collaborative format with diverse groups; experience in working with situations, which require meeting and greeting the public.
- Demonstrated competency and experience working in a diverse academic environment, inclusive of students, faculty, and staff of varying social, economic, cultural, ideological, gender and racial/ethnic backgrounds and those with physical, emotional and/or learning disabilities.
- Experience working in an office environment.

Knowledge, Skills, & Abilities

Demonstrated ability to use exceptional communication and interpersonal skills demonstrating professionalism, empathy, diplomacy, discretion, and integrity in interactions with diverse constituencies.

- Knowledge of modern office practices, methods and procedures; English grammar, vocabulary, spelling and punctuation; basic arithmetic; the use of electronic information equipment.
- Ability to: learn simple and repetitive office tasks; demonstrate reliability and a desire to learn new skills; understand and carry out oral and written instructions; understand procedures, manuals, policies and guidelines; exercise sound judgment when initiating processes, actions, and alternatives within established procedures, policy, and local practice; ability to learn general goals and purpose of departmental services and operations; establish and maintain harmonious work relationships with co-workers and the general public; communicate effectively verbally and in writing; learn and perform assigned clerical tasks and routines; maintain confidentiality of restricted information; enter data accurately.

Physical Requirements:

- Work is typically performed in an office setting and requires the ability to sit/stand, perform computer data entry, and operate general office equipment for extended periods of time.
- Must have the ability to use a computer and a variety of office equipment.

Work Schedule & Environment:

- Work hours are generally 8 a.m. to 5 p.m., Monday through Friday; hours and days may change depending on the needs of the college. Work in a busy office environment with frequent interruptions and distractions.

Conditions of Employment:

- In compliance with the Immigration and Naturalization Act, proof of authorization to work in the United States will be required at the time of hire.
- Prior to appointment, the successful candidate must pass a criminal history background check.
- A valid Washington state driver's license may be required.

Application and Selection Procedure:

Complete application packages must include the following:

- Please send your resume and cover letter that describes how your educational background and experience meet the minimum qualifications to Jaima Kuhlmann jkuhlmann@wvc.edu.
- Position is open until filled.

Reasonable Accommodation:

Applicants with disabilities who require assistance with the application and employment process will be accommodated to the extent reasonably possible. Requests should be made to the human resources office by calling 509-682-6440. Persons who are deaf or hard of hearing may dial 711 to place a call through Washington Relay, the state's free telecommunication access service.

Equal Opportunity Employer:

Wenatchee Valley College is committed to a policy of equal opportunity in employment and student enrollment. All programs are free from discrimination and harassment against any person because of race, creed, color, national or ethnic origin, sex, sexual orientation, gender identity or expression, the presence of any sensory, mental, or physical disability, or the use of a service animal by a person with a disability, age, parental status or families with children, marital status, religion, genetic information, honorably discharged veteran or military status or any other prohibited basis per RCW 49.60.030, 040 and other federal and laws and regulations, or participation in the complaint process.

The following persons have been designated to handle inquiries regarding the non-discrimination policies and Title IX compliance for both the Wenatchee and Omak campuses:

- To report discrimination or harassment: Title IX Coordinator, Wenatchi Hall 2322M, (509) 682-6445, Dial 711, title9@wvc.edu.
- To request disability accommodations: Student Access Director, Wenatchi Hall 2133, (509) 682-6854, TTY/TTD: Dial 711, sas@wvc.edu.

This recruitment announcement may not reflect the entire job description and can be changed or modified at any time.