



Position Vacancy Announcement

Date: June 16, 2022

Title of Position: TRIO Student Support Services Representative

Bargaining Unit / Salary Range: Pending classification; Salary and Benefits commensurate with the Agreement between the MCCC Trustees and the MEA Admin Unit.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following; other duties may be assigned.

- Provide academic information to drop-in students including basic college catalog information such as course content, administrative policies and procedures, degree requirements, and individual program requirements
- Assist the TRIO Associate Director to enhance customer service in the TRIO SSS Center by providing student feedback to the Director.
- Assist students to resolve academic questions/concerns pertaining to academic standing related to Financial Aid, Early Alerts, Academic Warnings, Probation, Suspension, Dean's List, graduation honors and other policies by directing students to appropriate departments in the college for those answers.
- Assists the Associate Director and Director in maintaining social media, flyers, forms, bulletin boards, TV monitors within TRIO spaces and public spaces.
- Assists the TRIO Academic Advisors to perform functions relative to the success of the TRIO SSS Center.
- Provides technical assistance to students relative to the accessing tutoring for courses. Coordinates tutoring appointments and tracks data. Participates in college meetings, trainings, orientations as needed.
- Proof of up-to-date COVID-19 vaccination required prior to the first day of employment, subject to exemptions recognized by law.

REQUIRED QUALIFICATIONS:

- Associate Degree
- Demonstrated customer service skills
- Demonstrated experience using Microsoft Office Suite
- Demonstrated computer skills sufficient to use Jenzabar EX or a compatible software system

PREFERRED QUALIFICATIONS:

- 2+ years of experience advising students in a community college environment
- Bachelor's Degree

APPLICATION PROCESS: Consideration of applications will begin June 24, 2022, and continue until the position is filled. Please send a completed CMCC employment application, available at www.cmcc.edu, along with your cover letter and resume, to:

Human Resources Department
Central Maine Community College
1250 Turner Street
Auburn, ME 04210
jobs@cmcc.edu

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