

## Transition Specialist Student Success and Transition Services

North Central State College is accepting applications for a part-time Transition Specialist, reporting to the Director of Student Success, Retention and Transition Services.

*Essential duties/responsibilities include but are not limited to the following:*

### Enrollment Triage/Coaching

- Provide high-quality, personalized support to admitted students to guide them through the onboarding process and assist students in resolving barriers to enrollment
- Facilitate student's movement from admitted status through the next steps in the enrollment process specific to the student's needs (financial aid, transcripts, placement testing, advising and academic planning, new student orientation)
- Communicate with admitted students through phone calls, email, and/or text messaging within 72 hours of admitted status to the college
- Initiate and maintain systematic and frequent contact with admitted students utilizing the Transition Reporting dashboard in the CRM and follow-up to ensure an on-time start to the semester
- Notify admitted students of problems with their records including transcripts, financial aid, etc. and assist with resolving issues including directing students to appropriate office/department
- Provide students with scholarship, grant, and funding resources and assist with application process as appropriate
- Direct admitted students early in the enrollment process to Career Coach to help clarify and choose a career pathway; refer admitted students to Career Development Office as needed
- Direct admitted students to ACCUPLACER study materials; assist with Testing & Assessment Waiver/Multiple Measure process when applicable; schedule testing appointment if needed
- Assist identified matriculating post high school students who may be eligible for specialized scholarships (such as Tuition Freedom and Choose Ohio First) with enrollment process
- Refer students to the appropriate specialized staff for such matters as disability services, financial aid assistance, TRIO Student Support Services, career exploration, etc.
- Serve as a liaison to Admissions Department and foster intentional relationships with advisors, financial aid staff, student records staff and other departments connected to the onboarding process
- Proactively monitor admitted students movement through enrollment process utilizing customer relationship management system, student information system and advising system
- Stay abreast of changing institutional policies, practices and information including admissions requirements, new programs, financial aid deadlines, important dates, tuition and fees
- Provide feedback and detailed reporting on related enrollment activities on a weekly and/or monthly basis as requested by the department Director
- Other duties as assigned

### Re-Enrollment Outreach

- Re-engage students who completed enrollment process but delayed attendance to the College
- Provide outreach to students who have stopped out from the College for an extended time period
- Assist students in removing barriers to re-enrollment to the College.
- Refer students to appropriate College offices, departments, and resources
- Document student interactions/contacts in advising system
- Communicate with students through phone calls, email, text messaging and other materials
- Other duties as assigned

### Department Support

- Provide coverage of the department's front desk; answer phone calls; schedule appointments
- Assist with Walk-In/Drop-In traffic in the department during peak periods
- Assist with student outreach events on campus to facilitate successful onboarding of new students
- Support and assist with department/division initiatives to increase persistence and retention
- Attend department, division, and College meetings as needed
- Participate in professional development workshops and conferences and training in order to keep current with College policies, procedures, enrollment process and advising practices
- Assist with generating reports
- Perform other duties as assigned

### Qualifications:

**Education:** Associate's degree required; Bachelor's degree preferred.

**Experience:** Direct customer service experience; Two (2) years' of experience in a college/educational environment or related education/training; two (2) years' experience within admissions or advising in a college/university environment, preferably within a community college setting preferred.

Please express your interest in this position by submitting a letter of application and résumé to:

[www.ncstatecollege.edu](http://www.ncstatecollege.edu), Click on *Jobs* then [jobs@ncstatecollege.edu](mailto:jobs@ncstatecollege.edu)

or send to

**NORTH CENTRAL STATE COLLEGE**  
Attention: Human Resources  
2441 Kenwood Circle, Mansfield, OH 44906

Resumes will be reviewed beginning 3/15/2021 and until filled.