

Specialist, Welcome Center
Austin Community College

Direct Link: <https://www.AcademicKeys.com/r?job=251352>

Downloaded On: Jan. 15, 2025 9:11am

Posted Jan. 10, 2025, set to expire Nov. 29, 2025

Job Title	Specialist, Welcome Center
Department	Administrative
Institution	Austin Community College Austin, Texas
Date Posted	Jan. 10, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Administration - Other
Apply Online Here	https://apptrkr.com/5917803
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Job Description	

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Specialist, Welcome Center

Austin Community College

Job Posting Closing Times: Job postings are removed from advertising at **12:00 A.M.** on the closing date e.g., at midnight on the day before the closing date.

[If you are a current Austin Community College employee, please click this link to apply through your Workday account.](#)

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Austin Community College is a public two-year institution that serves a multicultural population of approximately 41,000 credit students each Fall and Spring semester. We embrace our identity as a community college, as reflected in our mission statement. We promote student success and community development by providing affordable access, through traditional and distance learning modes, to higher education and workforce training, including appropriate applied baccalaureate degrees, in our service area.

As a community college committed to our mission, we seek to recruit and retain a workforce that:

- Values intellectual curiosity and innovative teaching
- Is attracted by the college's mission to promote equitable access to educational opportunities
- Cares about student success and collaborates on strategies to facilitate success for populations including; first generation college students, low-income students, and students from underserved communities.
- Focused on student academic achievement and postgraduate outcomes
- Welcomes difference and models respectful interaction with others
- Engages with the community both within and outside of ACC

Job Posting Title:

Specialist, Welcome Center

Job Description Summary:

To welcome and engage guests and provide exceptional customer service in connecting prospective students and the community with program options and campus resources.

Job Description:

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

- Provides information to prospective students about Austin Community College, including areas of study, credit & non-credit options, college life, student support and resources, as well as career and transfer options.
- Advises students on degree pathways, admissions and registration procedures, provides assessment and financial aid information, and other enrollment requirements.
- Assists current and prospective students by providing collegewide information, presentations,

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workshops, and referrals to other areas as required.

- Provides exemplary customer service to all Welcome Center guests.
- Supports prospective students by using consistent, effective outreach and follow-up, including in-person activities, phone calls, and digital communication.
- Documents and tracks contact data into computer systems to ensure compliance with any regulatory requirements.
- Assists in scheduling Welcome Center events and services.
- Provides clerical support for Welcome Center programs and functions.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Principles of research, public relations, publicity, and marketing to new students.
- College enrollment requirements.
- Customer service techniques and practices.
- Best practices for higher education recruitment and enrollment strategies.
- College admissions, procedures, programs, careers, and courses.
- Student database systems.
- Constituent Relationship Management (CRM) Recruit or other contact management systems.
- Multicultural education programs and systems.
- Understanding testing techniques and results.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Provides on-going quality communication and effective customer service.
- Effectively working with a diverse student, staff, and community population.
- Ability to apply strengths-based coaching principles in employee and student development.
- Effective interpersonal and communications skills, including tact and diplomacy.

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- Effective organizational and planning skills.
- Adapting effectively in a multi-tasking, dynamic, and evolving work environment.
- Working collaboratively

Technology Skills

- Use a variety of spreadsheet, word processing, database, and presentation software.

Required Work Experience

- One year related work experience.

Preferred Work Experience

- Two years related work experience

Required Education

- High school diploma or educational equivalent or higher

Other Preferred Qualifications

- Bilingual in English/Spanish.
- Experience with IT/AV equipment

Physical Requirements

- Work is performed in a standard office or similar environment.

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- Subject to standing, walking, sitting, bending, reaching, pushing, and pulling.
- Occasional lifting of objects up to 10 pounds.

Safety

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.

Salary Range

\$47,840 - \$59,000

Number of Openings:

1

Job Posting Close Date:

January 23, 2025

Clery Act

As required by the US Department of Education, employees are required to report violations under Title IX and, under the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act (Clery Act), select individuals are required to report crimes. If this position is identified as a Campus Security Authority (Clery Act), you will be notified, trained, and provided resources for reporting.

Disclaimer

The above description is an overview of the job. It is not intended to be an all-inclusive list of duties and responsibilities of the job, nor is it an all-inclusive list of the skills and abilities required to do the job. Duties and responsibilities may change with business needs. ACC reserves the right to add, change, amend, or delete portions of this job description at any time, with or without notice. Employees may be required to perform other duties as requested, directed, or assigned. In addition, reasonable accommodations may be made by ACC at its discretion to enable individuals with disabilities to



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perform essential functions of the job.

To apply, please visit: https://austincc.wd1.myworkdayjobs.com/en-US/External/job/Highland-Campus/Specialist--Welcome-Center_R-7143

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

Administrative
Austin Community College

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