

**PANOLA COLLEGE
JOB DESCRIPTION**

JOB TITLE:	Student Services Specialist	FLSA status:	Non-Exempt
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DEPARTMENT:	Student Services	REPORTS TO:	Vice President of Student Services
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Position summary: Under direct supervision of Coordinator of Testing/Disability Support/International Students Advisor, assists the Vice President of Student Services and the Student Success Center in day-to-day operations.

Position responsibilities:

- Assist the Testing Coordinator and Disability Support Officer(s) with all placement, accommodated, and certification testing.
- Responsible for scheduling, administering, and proctoring all testing services, which include GED, TSI, ACT, HESI, TCEQ, TFPS, CCMA, CMAA, Workkeys and other test or job training skills test that the College is approved to administer. This testing may include test offered via Zoom Meeting.
- Assist all departments of Student Services with inquiries by telephone, emails, appointments, databases, data entry, and mail/email outs of information requested by prospective students.
- Assist Testing Coordinator, Disability Support Officers, and International Student Advisor with telephone calls, inquiries, applications, files, appointments, and data entry responsibilities related to Student Services.
- Order supplies for the department.
- Prepare documents and correspondence for the Advisors, Testing Coordinator, Disability Support, and International Student Advisor as needed.
- Manage paper filing system and online Docubase for the Testing Coordinator, Disability Support, and International Student Advisor.
- Make appointments, schedule meetings as requested for the Advisors, Testing Coordinator, Disability Support, and International Student Advisor.
- Perform accommodated reading services as needed for Disability Support.
- Data entry of all tests in POISE system.
- Scanning of test reports into Docubase.
- Creating spreadsheets from testing sessions for billing reports.
- Performs miscellaneous job-related duties as assigned.

Minimum Position Requirements:

- Associate's degree required.
- Demonstrate the ability to communicate effectively in English, both orally and in writing, using proper grammar, vocabulary, and pronunciation skills.
- Exhibit a personality that demonstrates enthusiasm and sensitive interpersonal skills that relates well with all staff, administration, students, and the community.
- Experience in technology that is versatile to the extent that changes are easily adapted.

Knowledge, Skills, and Abilities Required:

- Strong interpersonal and communication skills.
- Ability to foster a cooperative work environment.
- Knowledge of computerized information systems.
- Basic knowledge of Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973.

Physical Demands and Work Environment:

- Work is normally performed in a typical interior/office work environment. (Minimal off-campus testing when necessary.)
- Visual Acuity is specific to the ability of reading at close, distance, color, peripheral, depth, and ability to adjust focus.
- No or very limited physical effort required; however, the employee must occasionally lift and/or move up to 15 pounds.
- No or very limited exposure to physical risk.