



## **Student Services Coordinator – Job Description 2019**

The Student Services Coordinator (SSC) is the first point of contact through the registration process and post course through certification management. The SSC is the host and student liaison for on-campus courses. The SSC is an integral component of the Support Staff, and reports to the Administrative Director.

### **Pay and Benefits**

- Full time, living wage hourly rate \$13.65
- Access to Landmark Learning professional purchases for personal equipment
- Landmark Learning courses at a 50% tuition discount
- Other special projects (ie: conferences, staff trainings, etc.)
- Access to group health insurance after 90 days of employment

### **Responsibilities Include:**

#### **Student Management**

- Customer service – answer phones, direct queries, return voicemail and emails
- Registration – including initial contacts, registering students, accepting tuition payments, providing receipts, accepting appropriate prerequisites, pre-course communication, housing arrangements, grounds orientation, student liaison
- Student records – maintaining database records including certifications, expirations, course grades, transcripts, and continuing education credits, cancellations and transfers
- Scholarship management and accounting

#### **Course Support**

- Course advertising support, maintaining accurate enrollment information affecting on-line course availability
- Post-course data entry
- Review course evaluations for improvement information on pre-course information/facility
- Conference and event coordination and attendance, as schedule allows

#### **Retail**

- Retail sales at base courses
- Maintain course store displays, restock, and report low inventory to Program Coordinator

**Facility**

- Facility Management – including coordinating housing spaces and needs with Facility Manager, pre-course classroom preparedness, student welcome information, maintain office floors and dusting

**Other Duties as Assigned**

- Special Projects may include editing of manuals, taking photos during courses, general school development prep as needed, or projects in the Steward Forest

**Competencies**

- Excellent written and verbal communication skills; must be able to present needs clearly and pleasantly to students, instructors, vendors, and staff with a positive and helpful attitude whether in person, over the phone, or via email
- Basic proficiency with computer programs and keyboard
- Must possess the ability to work independently and proactively within the larger scope of Landmark
- Must be a team player, interested in the benefit of the entire Landmark culture
- Must be able to prioritize daily and weekly tasks and communicate any additional support needed to complete projects in a timely manner

**To Apply:**

Please provide a current resume and letter of intent to: Mairi Padgett, Administrative Director, Landmark Learning, PO Box 1888, Cullowhee, NC 28723; fax (828)293-8600; [msp@landmarklearning.org](mailto:msp@landmarklearning.org)

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