



EDUCATION SUPPORT SPECIALIST II, #00265
(Working Title: Student Success Center Specialist- Veterans Certification)

J. Sargeant Reynolds Community College is the third largest college in the Virginia Community College System. Reynolds offers a variety of programs and services to the residents of the City of Richmond and the counties of Hanover, Henrico, Goochland, Louisa and Powhatan. The college operates three comprehensive campuses located in rural, urban and suburban settings and serves over 18,000 credit students. The Community College Workforce Alliance provides training to an additional 17,000 non-credit students each year. Additional information is available at the College's Website: <http://www.reynolds.edu>.

The College is seeking applicants for the position of Education Support Specialist II, Pay Band 3. This position will be assigned to the Division of Student Affairs, Parham Road Campus, 1651 E. Parham Road Richmond, VA 23228.

TYPE OF APPOINTMENT: Full-time classified position with state benefits.

DUTIES: To provide assistance to students by providing information, guidance, and oversight in the areas of veteran certification and registration. Serve as back-up and provide assistance to the general student population as needed in other areas, including: admissions, registration, testing, course offerings, curriculums, transfer opportunities, career planning, financial aid, and general college information. This position promotes positive working relationships in the Student Success Centers through teamwork and excellent customer service.

QUALIFICATIONS REQUIRED: Working knowledge of Veteran Affairs regulations, community college admission and academic requirements, career opportunities and qualifications, and college operations. Knowledge of student development programs; state and federal financial aid regulations and enrollment services processes. Demonstrated ability to advise students; and provide a high level of customer service to students, parents, faculty and staff. Demonstrated ability to interpret and communicate policies and procedures. Demonstrated ability to work independently and to establish positive working relationships with faculty, staff, and administrators. Ability to communicate effectively orally and in writing and to work with individuals of diverse backgrounds. Ability to utilize personal computers and current software programs. High school diploma or equivalent. The selected candidate must be able to pass the college's pre-employment security screening.

QUALIFICATIONS PREFERRED: Bachelor's degree from an accredited college or university with advanced level coursework in counseling, higher education, or a related field is preferred. Current experience working with a variety of individuals in an advisory or counseling capacity; and experience working in a college environment is also preferred.

PAY BAND RANGE: \$23,999 - \$49,255

STARTING SALARY: Approximate starting salary, \$23,999 - \$27,500, based on related full-time experience and pre-employment salary.

APPLICATION DEADLINE: Applications will be accepted through, November 13, 2009.

APPLICATION PROCESS: In order to better serve our customers, J. Sargeant Reynolds Community College will only accept online applications for all state employment opportunities. J. Sargeant Reynolds Community College will no longer accept hand-delivered applications or applications submitted by mail, e-mail, or fax. Computers are available at the Department of Human Resource Management Career Center, public libraries, the Virginia Employment Commission, or the College's Human Resource Office. To apply for this or any other vacant positions, please visit the Virginia Jobs website <http://jobs.virginia.gov/>. All cover letters and resumes must be attached electronically to the online application.