

Enrollment Services, Program Specialist 2

Job ID: 13957

Location: Bellevue College

Full/Part Time: Full Time

Regular/Temporary: Regular

Position Summary

The Program Specialist 2 works in Enrollment Services and Student Central under general supervision and reports to the Associate Director of Enrollment Services. This position independently collaborates with students and other staff to resolve complex issues and difficulties across all areas within Enrollment Services. Essential to this position is the ability to fully understand and perform the work related to student records, grades and transcripts in both the Legacy (HP) system environment as well as in PeopleSoft (ctcLink). This position has primary responsibility for enrollment assistance for the Center for High School Programs (CHSP), and works closely with department leadership on any required changes in business processes and policy and procedure changes as needed.

The Program Specialist 2 position uses independent judgement to coordinate and support the Enrollment Services functions for CHSP, and provides specialized information to program participants (students) and staff. This position also works with student data related to Student Central; a single service area for students, the public and the campus community. Incumbents will maintain current knowledge and skills in area of assignment; building collaborative relationships within the Bellevue College (BC) community and the community at large.

The nature of the work is professional and requires an ability to interpret and work following federal, state and college rules, and policies. Essential to this position is the ability to fully understand student data, student information system structures, processes and how this relates to and impacts student records.

This is a Classified, overtime eligible position and represented by the Washington Public Employee Association of Higher Education (WPEA-HE).

This position allows telecommuting two (2) days per week. This is subject to change based on the needs of the department and the college.

Pay, Benefits & Work Schedule

Position Salary Range: \$44,568/year - \$59,508/year

The salary information shown above is a general guideline only. The salary will be determined based on candidate's qualifications and related experience, as well as market and business considerations. Individuals newly hired to Classified position are placed in a salary range based on the WPEA Collective Bargaining Agreement.

We offer comprehensive compensation package with salary and benefits as the main components. **Competitive salary** is within the Range stated above, and commensurate with qualifications and experience. **Generous**

<https://www.bellevuecollege.edu/hr/benefits/> **is offered through Washington State plans that includes multiple** medical, dental, life and disability coverage choices for employees and dependents; choices of retirement and deferred compensation plans; paid holidays, sick, and vacation plans; transit program, reduced tuition, employee discounts and memberships, etc.

The employee is scheduled to work 40 hours per workweek. This is a Classified, overtime eligible position and represented by the Washington Public Employee Association of Higher Education (WPEA-HE).

About The College

Bellevue College is a diverse student-centered, comprehensive and innovative college, committed to teaching excellence that advances the life-long educational development of its students while strengthening the economic, social and cultural life of its diverse community. Bellevue College is located just 10 miles east of Seattle where we serve a student population of over 54% students of color and over 1,300 international students. The college promotes student success by providing high-quality, flexible, accessible educational programs and services; advancing pluralism, inclusion and global awareness; and acting as a catalyst and collaborator for a vibrant region.

We strive to create a vibrant and inclusive campus community that supports a diverse student body, faculty and staff. As an essential part of our <https://www.bellevuecollege.edu/about-us/future-vision/vision-values-mission/>, diversity, equity and pluralism are promoted and fostered in all aspects of college life. By enriching student life through leadership opportunities, personal learning and cultural experiences, we are committed to building an inclusive and diverse campus community that fosters creativity, innovation and student success.

For more information, visit <https://www.bellevuecollege.edu/facts/>.

About the Department

The Enrollment Services department supports the mission of Bellevue College by providing high quality, flexible and accessible services, which support student access to educational opportunities that advance pluralism, inclusion, and global awareness. Student Central provides complex comprehensive and confidential service and information for programs identified as Enrollment Services, Placement and Testing

Services, Evaluations and Graduation, and Financial Aid. Services include providing information and access to functions related to transfer and evaluation of credits, graduation, prior learning credit, residency application processes, registration and all other enrollment functions, in addition to financial aid application processes needed to award funds needed to pay for college.

Essential Functions

Provide direct services and information and assistance to students at Student Central

- Create a welcoming environment for the diverse Bellevue College community.
- Answer frequent questions through in-person interactions, email, phone, Zoom/Teams virtual platform, and the online ticketing system (TargetX/Salesforce), about admissions, residency, registration, financial aid, transfer of credit, placement and testing, and graduation; provide comprehensive information, guidance, recommendations and resources.
- Work to provide problem resolution for students experiencing difficulties and make appropriate referrals for students needing additional support from departments such as Academic Advising, Counseling, Disability Resource Center (DRC), Multicultural Services (MCS), TRIO, Veteran's Services and Workforce Education.
- Direct students to take appropriate courses of action based on student specific situations.
- Interpret and explain enrollment policies and procedures to students, faculty, staff, and community members from diverse backgrounds.
- Interpret and apply college, state, and federal policies and regulations.
- Communicate rules and practices governing confidentiality laws such as FERPA (Family Educational Rights and Privacy Act).
- Work cooperatively with departments, staff, faculty and administrators across campus, and contribute to a diverse workplace through ideas or experience.
- Assist Student Central Leadership in the development of processes and activities needed to stay in compliance with new or changing regulations, as well as to effectively serve the students and other visitors accessing the unique programs and services offered by the Student Central departments.
- Actively participate in department and Student Central meetings and confer regularly with staff regarding the interpretation and implementation of program policies and participate in establishing Student Central standards and identify areas for development.

Coordinate Enrollment Services functions for the various programs under the Center for High School Programs (CHSP) ' Running Start (RS), College in the High School (CHS), Career Education Options (CEO) and Pacific Northwest College Credit (PNWCC)

- Manage term activation process for students enrolled in CHSP programs which includes adjusting applications and maintaining accurate program plan data.

- Process withdrawals and program termination on students' accounts as directed by CHSP staff.
- Assist with manually updating student records to reflect PNWCC coursework.
- Serve as a liaison for PNWCC Consortium and attend quarterly meetings.
- Provide PNWCC Consortium Director with data/reports on Bellevue College's Career and Technical Education dual enrollment transcriptions upon request.
- Understand and apply state law and regulations related to assigned programs;
- Communicate with students from all assigned programs about their enrollment and/or course transcriptions.
- Communicate and collaborate with other departments, faculty and staff to troubleshoot and effectively resolve students' issues and complete the enrollment and/or transcription process.
- Attend training as needed or directed to stay current with regulations and requirements related to enrollment, student records and the assigned programs.

Other

- Perform other duties as assigned

Minimum Qualifications

- Associate Degree. Any combination of relevant education and/or experience may be substituted for the educational requirement on a year-for-year basis.
- Two (2) or more years' full-time experience, or equivalent part-time experience, working in an Enrollment/Student Service office or related higher education setting.
- Two (2) or more years' experience working in accordance with policies, procedures and federal and state regulations.
- One (1) year demonstrated experience working in a customer service setting with the public both on the phone and in-person.
- Demonstrated ability to communicate effectively (verbal and written).
- Demonstrated ability to perform intermediate functions related to Microsoft Word, Excel, Access, Outlook, and Teams.
- Demonstrated experience in resolving customer service issues.
- Demonstrated experience working with diverse colleagues and/or students in a collaborative and inclusive environment.
- Experience working in a collaborative team environment with diverse employees and student/customer groups.
- Demonstrated ability to understand and interpret detailed information and trouble shoot and problem solve issues with attention to detail.
- Demonstrated ability to think critically, be proactive, meet deadlines and prioritize time-sensitive work.

Preferred Qualifications

- One (1) year experience with PeopleSoft (ctcLink) in a higher education setting

- Experience working with any of the following or similar programs 'Running Start, Pacific Northwest College Credit (formerly Tech Prep College Connections), College in the High School or Career Education Options

Conditions of Employment

Bellevue College intends to provide a drug-free, healthy, safe, and secure work and educational environment. Each employee is expected to report to work in an appropriate mental and physical condition to perform her/his/their assigned duties.

Bellevue College employs only U.S. citizens and lawfully authorized non-U.S. citizens. All new employees must show employment eligibility verification as required by the U.S. Citizenship and Immigration Services.

Sexual Misconduct and Background Check:

Prior to start of employment, finalists(s) for this position will be subject to a pre-employment background check as a condition of employment. Information from the background check will not necessarily preclude employment, but will be considered in determining the applicant's suitability and competence to perform in the position.

Applicants considered for this position will be required to disclose if they are the subject of any substantiated findings or current investigations related to sexual misconduct at their current employment and past employment. Disclosure is required under <https://app.leg.wa.gov/RCW/default.aspx?cite=28B.112.080>.

Check frequently in your inbox, spam, junk, clutter email folders for any communication regarding the next steps from Bellevue College and our background check partners.

Reference Check:

Reference checks may include, but are not limited to, contacting references and verification of work experience, and/or past job duties.

Other Information

- This position is NOT eligible for relocation allowance.
- This position is NOT eligible for sponsorship for employment-based visa.

How To Apply

Applications received by **07/17/2024** will be given full consideration. Applications received after that date may be considered until the position is filled.

All individuals interested in this position are encouraged to apply. Your application must include a complete online application and all of the required documents below to be

considered complete. Any application that does not provide all requested information will not be considered for the position (only submit required documents with the application, additional will not be reviewed.) Please review <https://www.bellevuecollege.edu/work-at-bellevue/applying-for-jobs-tips/> before applying. **Current Bellevue College employees should apply the position through Employee Self Service.**

Required application materials:

- Attach a Cover Letter (min 1 pg., max 2 pgs.)
- Attach a Resume
- Attach a Diversity Statement (min 1 pg., max 2 pgs.) that addresses the following: Please provide specific examples of how your educational and/or professional experiences, demonstrate your commitment to diversity and equity
- Complete the Job Questionnaires if applicable

Contact:

If you have questions with regards to the application or the hiring process, please contact Office of Human Resources at 425-564-2274 or email to <mailto:jobs@bellevuecollege.edu>.

EEO Statement

Bellevue College does not discriminate on the basis of race, color, national origin, language, ethnicity, religion, veteran status, sex, sexual orientation, including gender identity or expression, disability, or age in its programs and activities. Please see policy 4150 at <https://www.bellevuecollege.edu/policies/>. The following people have been designated to handle inquiries regarding non-discrimination policies: Title IX Coordinator, 425-564-2641, Office C227, and EEOC/504 Compliance Officer, 425-564-2178, Office B126.

Applicants with disabilities who require assistance with the recruitment process may contact <mailto:hraccommodations@bellevuecollege.edu>.

To apply, visit <https://apptrkr.com/5370990>

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