



## JOB ANNOUNCEMENT

EASTERN WEST VIRGINIA COMMUNITY & TECHNICAL COLLEGE,  
a public, state-supported comprehensive institution, serving the six-county district  
(Grant, Hampshire, Hardy, Mineral, Pendleton, and Tucker) in the Potomac Highlands.

### **Program Assistant I – Workforce Education Department**

**Position:** 12 Month w/ Benefits; Pay Grade 3; Non-Classified Employee; Non-Exempt Status

**Location:** Moorefield Main Campus

**Overview:** This position serves as the main point of contact for students and parents for the Workforce Education Department by performing clerical, administrative, and customer service support functions. This position assists the Workforce Departmental staff perform duties such as, but not limited to, scheduling appointments, verifying data, providing general information about the financial aid and admissions process to students and parents, composing reports and correspondence for review and signature, maintaining follow-up records, reviewing admissions applications, and delivery of certifications to program completers. This position reports to the Workforce Program Manager.

**Salary Range:** \$25,600 - \$28,000, commensurate with experience

#### **Responsibilities:**

- Serves as a primary point of direct administrative contact and liaison with other offices, students, parents, and external institutions and agencies and assists in the scheduling of all appointments.
- General office duties and clerical functions such as greeting customers and students, answering phones, taking messages, filing/file maintenance, and making copies or other duties as directed. Answers inquiries about the admissions and financial aid processes and gathers and provides information to the public, staff, students and administrators.
- Actively participates in regularly scheduled meetings led by the Dean of Community Engagement & Partnerships and meets daily with the WFE Program Manager to solve needs of the department.
- Daily management of Workforce Education data and entry into Banner, HubSpot, and MACC system and other software systems.
- Assists in the development and implementation of office procedures. Organizes and manages files, documents, records and statements in an orderly fashion. Manages, reviews and verifies all data entry entering and exiting the Workforce Education department.
- Assists students and parents with completion of the Free Application for Federal Student Aid (FAFSA) and other state and institutional forms as well as the preparation of reports for specific financial aid programs to ensure on time completion of projects.
- Assists, supports and coordinates with the Workforce Education Dept. and Financial Aid Office in their activities including, but not limited to, reconciliations, verifications, tracking new applications, completing necessary forms for outside aid sources (Division of Rehabilitation, etc.).
- Assists in verifying the accuracy of documents and consistency of data from federal tax returns, financial aid verification documents, and admissions and student information and performs data analysis to identify discrepancies and determines action for resolution. Requests additional information for incomplete or inconsistent applications.
- Sorts, organizes and allocates all financial aid and admissions data submitted for entering into the BANNER database as well as assists in resolving data entry issues and protocols. Assists in the management of the financial aid file management process.
- Assists in the collection and/or review of financial aid applications to determine completeness and eligibility for financial aid based on regulations and applicable laws. Participates in the



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planning and organization of the awarding process to ensure compliance, to maintain quality control of data (manual and automated), and to provide for accurate and timely processing of applications.

- Must participate in recruitment and retention efforts and activities as part of the Workforce Education Department.
- May serve on a variety of committees in a support capacity.
- Maintains confidentiality with all student information.
- Assists with accounts receivable for the Workforce Education Department.
- Travel required to attend professional development and job-related activities as directed
- Evening and weekend work may be required.
- Maintains notary status for college.
- Proctors exams including NHA, WorkKeys, and others.
- Coordinates program evaluation and conducts customer assessments.
- Serves at the will and pleasure of the President.
- Other duties as assigned by the Workforce Program Manager and Dean of Community Engagement and Partnerships.

### **Minimum Qualification Requirements:**

*Education* – High school diploma or equivalent required with at least 18 months of additional training beyond high school. Associates Degree in Applied Business, Business Management, Accounting, Administrative Office Support or a related field preferred.

*Experience* - At least one year experience with database entry/query, filing management of records, answering phone calls, and generating reports in an office setting is required. At least one year experience in Accounting preferred. Experience working in a college setting preferred. Pleasant, courteous and professional customer service skills. Demonstrates excellent written and oral communication skills. Demonstrates excellent organizational skills with ability to manage multiple tasks simultaneously. Demonstrates ability to work independently as well as in a collaborative fashion. Working knowledge and experience using Microsoft Office software specifically proficient in the use of Outlook, Word, Excel, Access and PowerPoint.

**Closing Date:** Resume review begins immediately. Search will remain open until the position is filled. Resumes submitted before May 14<sup>th</sup>, 2021 will be given first priority.

Please submit a letter of interest that addresses your abilities to meet the qualifications and carry out the responsibilities of this position, a current resume, three (3) professional references (names, addresses, e-mail, and phone numbers) and a **completed Eastern application** found at <https://www.easternwv.edu/documents/about-eastern/employment-application> to:

Human Resource Office  
Eastern WV Community & Technical College  
316 Eastern Drive  
Moorefield, WV 26836  
careers@easternwv.edu

**EQUAL OPPORTUNITY EMPLOYER**



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