## Position Title: Admissions Navigator

<table>
<thead>
<tr>
<th>Position Information</th>
<th>Admissions Navigator Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position Title</td>
<td>Admissions Navigator</td>
</tr>
<tr>
<td>Position Number</td>
<td>401957</td>
</tr>
<tr>
<td>Campus Location</td>
<td>Lakewood, Colorado</td>
</tr>
<tr>
<td>Primary Physical Work Address</td>
<td>13300 West Sixth Avenue, Lakewood Colorado 80228</td>
</tr>
<tr>
<td>Salary</td>
<td>$35,875/annual</td>
</tr>
<tr>
<td>Starting Pay Rate</td>
<td>Starting Salary is not negotiable</td>
</tr>
<tr>
<td>Anticipated Start Date</td>
<td>Fall 2021</td>
</tr>
<tr>
<td>FLSA Status</td>
<td>Non-Exempt, this position is eligible for overtime.</td>
</tr>
<tr>
<td>Closing Date</td>
<td>Sunday Tuesday August 31, 2021 by 11:59 p.m.</td>
</tr>
<tr>
<td>Job Type</td>
<td>Full Time</td>
</tr>
<tr>
<td>Benefits</td>
<td>RRCC offers a range of benefit choices (Medical, Dental, Vision, FSA, Life Insurance, Supplemental Retirement Plans, PERA, Disability Benefits, and more). For additional information, please visit the <a href="#">CCCS Employee Benefit Website</a>.</td>
</tr>
<tr>
<td>Retirement</td>
<td>The Colorado Public Employees’ Retirement Association (PERA) provides retirement and other benefits to employees of the State of Colorado.</td>
</tr>
<tr>
<td>Time Off</td>
<td>• Leave Accruals (Leave prorated for appointments under 100%)</td>
</tr>
<tr>
<td></td>
<td>• Annual/Personal Days: 22.5 (180 hours)</td>
</tr>
<tr>
<td></td>
<td>• Sick Days: 15 (120 hours)</td>
</tr>
<tr>
<td></td>
<td>• (Over 12 months, based on full time appointment accruals)</td>
</tr>
<tr>
<td></td>
<td>• Other Leave</td>
</tr>
<tr>
<td></td>
<td>• Administrative Leave for Academic and Volunteer Activities: (18 hours per fiscal year)</td>
</tr>
<tr>
<td></td>
<td>• Holidays Observed: 10</td>
</tr>
<tr>
<td></td>
<td>• Four Holidays are observed on an alternate schedule (Columbus Day, Veteran's Day, Martin Luther King Jr. Day, and President's Day). RRCC observes these holidays between Christmas Day and New Year's Day, resulting in campus being closed from Christmas Day through New Year's Day, with eligible employees on Holiday Leave</td>
</tr>
<tr>
<td></td>
<td>• Jury Leave</td>
</tr>
<tr>
<td></td>
<td>• Military Leave</td>
</tr>
<tr>
<td>Online Application</td>
<td>Click Here to Begin Your Application</td>
</tr>
</tbody>
</table>
Position Announcement:

Red Rocks Community College is seeking applications for a full-time Admissions Navigator to join our student success division.

Red Rocks Community College exemplifies extraordinary. We are dedicated to our Vision and Mission, which promote student achievement, staff empowerment, and community engagement. We live our values: Integrity, Collaboration, Learning, Inclusiveness, and Communication. We encourage applications from individuals whose background and interests align with our commitment to inclusiveness and welcome you to visit the RRCC Inclusion & Diversity webpage for additional information.

With an unrivaled reputation grounded in our Values, we stand out as a cutting-edge model in higher education. We are one of the first community colleges in the country to offer both Bachelor’s and Master's degree programs. Our continued pursuit of excellence is instilled in our employees and has inspired a dynamic and passionate culture.

Summary of Position:
This position provides administrative and program support of the Admissions activities of the College. Administrative support includes processing documents, responding to email, registering students, and directing students to other appropriate college departments. The recruitment work is a front-line activity with substantial face-to-face and one-to-one contact with diverse individuals.

Required Qualifications:

- Associate’s degree.
- Two years of customer service experience.

Preferred Qualifications:

- BA/BS from an accredited college or university in Communication, Counseling, or related field.
- Five years of customer service experience.
- Membership in or experience working in diverse communities and supporting the success of students and staff from racial, ethnic, and gender backgrounds that are underrepresented in the College.

Required Knowledge, Skills, Abilities:

- Basic knowledge of Microsoft Office with the ability to maintain databases and generate reports.
- Ability to make public presentations and communicate to an audience.
- Ability to professionally represent the college.
- Ability to relate to a diverse applicant/student population
- Accuracy and attention to detail.
- Proficient in Microsoft Office.
- Familiar with Banner.
- Ability to prioritize multiple tasks with minimal supervision.
- Ability to multi-task and work in a high tempo environment.
Motivated and enthusiastic work style.

Description of Position

- Processes documents related to Admissions process and the student life onboarding cycle. Includes processing of application, demographic change and registration forms.
- Assist prospective students with all enrollment functions in the admissions process. This includes but is not limited to the completion of the application, submission of registration materials, provision of general college information, including college policies and procedures, and the referral of students to other appropriate college departments.
- Analyze student progress reports and process the drop of students who do not meet prerequisite requirements.
- Process web applications.
- Respond to emails from the general Admissions inbox.
- Process returned mail
- Respond to request of and resolve issues related to Blackbelt.
- Conduct Rapid Ready sessions, support Orientation, Information Sessions, and Welcome Night.
- Contact students through multiple methods including in-person, phone, email, and mail.
- Refer student to appropriate college departments and programs.
- Assist in various calling campaigns including canceled classes.
- Respond to all external/internal phone calls received by the Call Center, using a one-call resolution process to provide customer assistance, general college information and specific Student Success division information pertaining to: Admissions, Advising, Assessment, Cashier’s, Enrollment, Financial Aid, and Student Records.
  - Solve issues and convey relevant and consistent information in response to inquiries while complying with college and FERPA privacy guidelines.
  - Work closely to lift holds and keep current with all information relevant to the position.
  - Attend required meetings, trainings, and work-related functions.
- Assist in promoting customer service initiatives that support the strategic plan, goals, and mission of the college.
  - Complete assigned projects and daily tasks as needed.
  - In the absence of the supervisor, perform as the team leader, providing guidance related to solving caller and in person student issues.
  - Provide updates to Call Center and Admissions Staff when new information arises.

How to Apply:

Complete applications must be received by 11:59 p.m. Tuesday August 31, 2021. To apply for this position, click here to begin your application, including the following:

1. A cover letter describing your professional experiences and addressing the required and preferred qualifications.
2. A resume.
3. Transcripts (unofficial).
Additional upload sections are available in the application to include optional attachments.

Please note the following prior to beginning your application:

- Your application progress cannot be saved. If you exit prior to submitting your materials, you will need to restart the application.
- As a part of the application process, you will be asked to provide the name, phone number, and email address of three professional references. References will only be contacted for candidates at the second level interview stage.
- You will be required to attach a cover letter, resume, and transcripts. Your cover letter should describe your professional experiences and address the required and preferred qualifications.
- Once you submit your application, you will no longer have an opportunity to review or make changes.
- You will receive a confirmation email once your application has been received.

Benefits:
RRCC offers a range of benefit choices (Medical, Dental, Vision, FSA, Life Insurance, Supplemental Retirement Plans, PERA, Disability Benefits, and more). For additional information, please visit the CCCS Employee Benefit Website.

The Assessment Process:
Red Rocks Community College utilizes selection and/or search committees in the hiring process for vacant positions. All applications received by the closing deadline listed on this announcement will be reviewed to determine if applicants meet required qualifications. All applicants meeting the required qualifications will be considered for an interview with the department.
Be sure your application materials specifically address your qualifications, experience, work products, and accomplishments, as they relate to the position responsibilities, required qualifications, and preferred qualifications sections of this announcement. Upload additional documents, if necessary, to fully explain your experience and qualifications as they relate to this position. Failure to include adequate information or follow instructions and apply by the listed submission deadline, may result in your application not being accepted for this position, and may affect your inclusion as a qualified candidate at any stage in the search/selection process for this position.

Transcripts Required:
An unofficial copy of transcripts must be submitted at the time of application. Assessment is required for Transcripts from colleges or universities outside the United States for U.S. equivalency by a NACES educational credential evaluation service. This documentation is the responsibility of the applicant and must be included as part of your application materials. Failure to provide a transcript or credential evaluation report may result in the rejection of your application and you will not be continued in the search/selection process for this position announcement. If selected as the finalist for the position, official transcripts are required as a condition of employment.
Necessary Special Requirements:

Must submit to and successfully complete a pre-employment background check as a condition of hire. Felony convictions or conviction of crimes of moral turpitude or convictions of misdemeanors related to job duties may disqualify you from consideration for this position. Should your background check reveal any charges and convictions, it is your responsibility to provide RRCC Office of Human Resources with an official disposition of the charges.

Important Notes:

Note: Former employees of the Colorado Community College System or one of its 13 colleges, who were disciplinary terminated or resigned in lieu of termination, must disclose this within your application materials.

Red Rocks Community College is committed to diversity in its people and programs. The College is an equal opportunity educational institution and does not discriminate on the basis of disability, race, creed, color, sex/gender, sexual orientation gender identity, religion, age, national/ethnic origin, pregnancy status, veteran’s status, genetic information, physical or mental disability, or any other category protected by applicable law, in its employment practices or educational programs and activities.

RRCC has designated the Executive Director of Human Resources as its Affirmative Action Officer/Equal Opportunity Administrator/Title IX Administrator with the responsibility to coordinate its civil rights compliance activities and grievance procedures. For information, contact Executive Director of Human Resources, Title IX Coordinator, Title VII/Equal Opportunity Coordinator, ADA/Sec 504 Coordinator, 13300 West Sixth Avenue, Lakewood, CO 80228. 303-914-6298.

Reasonable accommodation will be provided upon request for persons with disabilities. If you are a person with a disability who requires an accommodation to participate in the application process, please notify Human Resources at 303-914-6570.

RRCC conducts pre-employment background checks on all employment finalists to determine or verify background information, including criminal history, references from previous employment, qualifications, and, when applicable, driving history. Employment offers are contingent upon receiving a satisfactory report.