



### **Position Vacancy Notice**

Student Services Assistant

Posting date: 03/22/2021

**Internal Candidates Only**

### **College Overview**

Hudson County Community College (HCCC) is an award-winning, comprehensive urban college serving one of the most historic and ethnically diverse areas of the United States. HCCC students were born in 119 countries and speak 29 different languages. The diversity and the multitude of our community's cultures, life experiences, skills and aspirations, are the very values and traits that empower us to be productive and caring members of our society.

HCCC embodies an unwavering commitment to student success and an intentional focus on diversity, equity, and inclusion. In 2019, the President's Advisory Council on Diversity, Equity, and Inclusion (PACDEI) was instituted to develop new levels of understanding and access and advance the College's commitment to transparency and inclusion. We are proud of the differences we share, which are the foundation for the life changing and transformational education we offer and the social mobility we provide to the communities we serve.

HCCC has three campuses located just minutes from Manhattan: the Journal Square campus in Jersey City and North Hudson Campus in Union City are adjacent to vital transportation hubs; the Secaucus campus has abundant parking. Fully accredited by the Middle States Commission on Higher Education, the College offers courses and classes in a wide variety of disciplines to the people and businesses of Hudson County, one of the most ethnically diverse areas of the United States. The College was recognized with the 2012 Association of Community College Trustees (ACCT) Northeast Regional Equity Award, was one of just five finalists in the U.S. for the American Association of Community Colleges' (AACC) Student Success Award, and was presented with the New Jersey Business & Industry Association's Good Neighbor Awards in 2009 for the Culinary Conference Center, in 2012 for the North Hudson Campus, and in 2015 for the award-winning Gabert Library. In 2016 the Gabert Library was one of three academic libraries in the United States to receive the Excellence in Academic Libraries Award from the Association of College and Research Libraries (ACRL), and in 2019 the Tutoring Center received the Frank L. Christ Outstanding Learning Center Award for Two-Year Institutions. In 2019, the College joined Achieving the Dream as part of its expanding effort toward continuous improvement in student success.

HCCC has partnerships with every major four-year college and university in the greater New Jersey-New York area and beyond, accommodating seamless transfer of credits for further undergraduate and graduate education. Hudson County Community College is proud of its culture of care and invites applications from those wishing to join a community dedicated to promoting student success in all its forms.

### **Department/Division Introduction:**

Enrollment Services

### **Position Summary/Job Description**

The Student Services Assistant (SSA) position provides exemplary frontline customer service in multiple functional areas, including, but not limited to, admissions, testing, financial aid, advising, transfer, registration, and career services. The SSA handles tier one student service support and refers tier two tasks to the appropriate department specialists

### **Required/Minimum Qualifications**

- Associate Degree or equivalent
- One year of related experience in an educational environment, social service agency, or in the private business sector

### **Preferred Qualifications**

- Bachelor's Degree or equivalent
- Bi-lingual (English/Arabic or English/Spanish Preferred)
- Ability to work efficiently in a fast-paced work environment, with demonstrated multitasking and problem-solving skills
- Excellent interpersonal, written and oral skills
- Ability to work independently and within a team-oriented setting
- Ability to use discretion and judgment
- Typing/keyboard and technology skills (Microsoft Suite, Outlook/Email, etc.)
- Proficiently with various computer software programs and an electronic student information system

### **Review of applications to begin**

Immediately

### **Applications**

For full consideration please send resume, cover letter, salary expectations and a list of three professional references to Matthew Fessler, Associate Dean of Enrollment, [mfessler@hccc.edu](mailto:mfessler@hccc.edu)

**As a New Jersey First Act Employer, new employees must establish a primary residence in New Jersey within one year unless an exemption applies.**

HCCC is an equal opportunity and affirmative action employer. We are committed to ensuring a diverse and inclusive learning and working environment. Decisions on employment are made on the basis of the qualifications of an individual for the particular position being filled. Women, veterans and minorities are encouraged to apply.

**Take Survey**