



# STUDENT EMPLOYMENT JOB DESCRIPTION

**Job #:** 110

**Department:** Gateway Enrollment Center

**Location:** Central Ohio Technical College (Newark)

**Job Title:** Student Communication Assistant

**Supervisor:** Cassie Summers

**Phone:** 740-755-7705

**Email:** summers.242@mail.cotc.edu

**Hourly Rate:** \$13.65

**Qualifications:** *(specific training/experience required)*

While previous customer service experience is not required, candidates must bring well-developed communication and problem-solving skills to be successful in this role. Student Communication Assistants are expected to write clearly and professionally, navigate multiple systems, and provide direct support to current and prospective students across a variety of platforms. This includes using Microsoft Office (Word, Outlook, Excel) and learning tools like Colleague, CRM Recruit, and CRM Advise. Applicants should feel confident multitasking, applying institutional knowledge to real questions, and making sound decisions independently when resolving student issues. A strong attention to detail and the ability to maintain confidentiality in accordance with FERPA guidelines are essential. To ensure applicants are prepared for the expectations of the role, all candidates must complete a writing sample as part of the interview process and demonstrate sufficient written communication skills to be considered. A background check is also required.

**Job Description:** *(specific information regarding level of responsibility, range, and complexity of duties)*

## Responsibilities

- Serve as a first point of contact for students by providing direct support through:
- In-person front desk coverage for in-person inquiries
- Inbound and outbound phone calls for inquiries and outreach campaigns
- Live chat through our online platform, Mainstay.
- Email outreach and follow-up communication
- Incoming email inquiries
- Use tools and resources (like knowledge bases, internal systems, and scripts) to find accurate answers.
- Actively listen to student needs, use internal resources and tools to answer questions, and provide accurate information.
- Greet and guide students in the Gateway lobby; assist with check-ins, respond to frequently asked questions, and ensure they connect with the right services when necessary
- Schedule appointments for admissions representatives, enrollment navigators, academic advisors, success coaches, and campus tours
- Document student interactions by entering notes into Colleague, CRM Recruit, CRM Advise, and Microsoft tools
- Maintain student confidentiality and follow FERPA guidelines
- Operate standard office equipment such as computers, phones, and copiers and computer software including CRM Recruit, CRM Advise, Perceptive, Who's Next, Genesys, Mainstay, and Microsoft tools.
- Contribute to a welcoming, student-centered environment that reflects the Gateway's mission of support and success
- Other duties as assigned

Will the Student Employee have access to restricted data (to include elements such as name/social security number, driver's license number, debit/credit card account data, cash, **and/or** be working/providing services unsupervised by any university/college faculty/staff? Refer to complete description at [Data Element Classification List](#)

**Yes** (*Third party background check required-completed online*)  
 **No**

Will the Student Employee be working with minors; including care, custody, or control of a minor? (The definition of "minor" does not include persons under the age of 18 who are enrolled for academic credit or have been accepted for enrollment.)

**Yes** (*BCI & FBI background checks required-completed @ Security Office*)  
 **No**

This job does not replace a full-time employee.

Click here for an [application](#)

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**COTC Account #: 51010**

**OFFICE OF FINANCIAL AID USE ONLY**

- Students in this job provide services that are open, accessible and designed to improve the quality of life for community residents or to solve particular problems related to those residents' needs  
\_ Yes \_x\_ No
- Students in this job provide services to students with disabilities \_\_\_ Yes \_\_\_x\_ No
- Background Check Required? Yes – 3<sup>rd</sup> party