

## POSITION ANNOUNCEMENT

### Academic & Student Support Associate (Parsons)

The Tennessee College of Applied Technology Crump is accepting applications for the full-time, non-exempt position of Academic & Student Support Associate. This position is based at the Parsons Campus under the supervision of the Student Services Coordinator. Due to COVID-19, TCAT Crump has a need for additional academic /student services support. Position is contingent upon work and grant funding.

#### **MINIMUM QUALIFICATIONS**

- High school diploma or equivalent. Post-Secondary technical diploma preferred.
- Minimum (0 to 3) years related work experience
- Strong abilities in interpersonal skills, organization, reporting, and record keeping necessary
- Proficient in Microsoft Office, Excel and Word

#### **GENERAL DUTIES**

- Responsible for a broad range of tasks in a fast-paced office setting
- Excellent customer service skills for greeting visitors and assisting with tours is crucial
- Answer multi-line phone system and direct calls as appropriate
- Provide general guidance to current and prospective students about admissions/registration
- Assist with new student orientation, graduation, and student recognition programs
- Assist with federal and state financial aid programs answering some minor student questions
- Review databases for reconciliations, student monitoring, and admissions activities and assist with reports as needed
- Other duties as assigned

**SALARY:** \$27,694-\$30,463: Commensurate with Tennessee College of Applied Technology salary guidelines

#### **WORKING CONDITIONS:**

- Continuous use of computer
- Normal standing, sitting, and walking
- Lifting of boxes weighing approximately 40 lbs
- Operating a motor vehicle to travel within the college service area and in other areas as needed
- Must be willing to work flexible hours and travel as necessary

**APPLICATION & RESUME SUBMISSION:** Qualified applicants should submit a cover letter, resume, and application online at [www.tcatcrump.edu](http://www.tcatcrump.edu) For more information call Madelyn Keith at 731-632-3393. Applications with cover letters and resumes will be accepted until position is filled.

**APPLICATION REVIEW:** Review of complete application submittals will begin immediately.

Tennessee College of Applied Technology Crump does not discriminate on the basis of race, color, religion, creed, ethnicity or national origin, sex disability, age, status as a protected veteran on any other class protected by the Federal or State laws and regulations and by Tennessee Board of Regents policies with respect to employment, programs, and activities. The following person has been designated to handle inquiries regarding the non-discrimination policies: Madelyn Keith, Coordinator of Financial and Administrative Services, PO Box 89, Crump, TN 38327, [madelyn.keith@tcatcrump.edu](mailto:madelyn.keith@tcatcrump.edu). See the full non-discrimination statement at [tcatcrump.edu/about/non-discrimination-statement](http://tcatcrump.edu/about/non-discrimination-statement).