

***Job Posting  
(Abilene)***

**Date of Posting: November 4, 2022  
Posting End Date: Until Filled**

**Cisco College is accepting applications for an exciting opportunity as an Academic Support Specialist. The position is based at our Abilene campus and requires an associate's degree. The position is a full-time, 12-month position with benefits. Please scroll down for a detailed Job Description. Completed Staff Applications will be accepted until the position is filled. Resume packages are received via email, and USPS, but email is preferred.**

**CISCO COLLEGE offers a generous benefit package, including comprehensive medical, dental, and vision insurance. For the medical benefit only, member-only coverage along with \$5,000 of basic term life is provided at no cost to the employee. Other coverages are selected by the employee and payment made through payroll deduction.**

**The benefits of working in higher education are many and allow you to plan well for your future. Cisco College offers retirement savings such as Teacher Retirement System or Option Retirement Plan – for qualified positions. Twelve month employees also receive both sick and vacation leave on a month to month accrual basis.**

*Please note: A complete resume package must include a cover letter, completed and signed Cisco College Application, resume, and transcript. (Cisco College Application is located on the "Human Resources" page of the website under "Employment" at [www.cisco.edu](http://www.cisco.edu).) Please ensure all required documents are included with your submission. Incomplete packages will be returned unprocessed.*

**Resume packages should be submitted to:**

**Laurie Kincannon  
Director of Human Resources  
Cisco College  
101 College Heights  
Cisco, Texas 76437  
Office: 254-442-5121  
[humanresources@cisco.edu](mailto:humanresources@cisco.edu)**

**Cisco College is an Equal Opportunity Employer**

# Cisco College

## Job Description

**Job Title:** Academic Support Specialist  
**Reports to:** Director of Academic Support

### **Job Summary:**

The Academic Support Specialist is primarily responsible for the evaluation of incoming transcripts from accredited colleges and universities. Researching and analyzing course descriptions and transfer of credit policies to determine transfer of credit eligibility; performing data entry and record retrieval from the college document imaging system are priorities.

The Academic Support Specialist is also responsible for focusing on on-boarding, outreach, and support for new students. Identifying a new student cohort each year, assisting new students through the admissions and enrollment process, guiding students to the appropriate pathway and counselor, and continued outreach to new students related to success, academic support, college resources and services, and the new student experience are priorities. The Academic Support Specialist also serves as support to the Welcome Center. Responding to questions about the college, greeting and directing all students and visitors, and assisting students with enrollment, registration, and financial aid questions are priorities. The Academic Support Specialist maintains a broad understanding of the college by being knowledgeable about the college organization, campuses, programs, publications, services, and personnel.

The Academic Support Specialist is expected to accomplish assigned duties in an efficient, effective, and competent manner, and to strive for improvement and excellence in all work performed. Additionally, Cisco College employees are asked to demonstrate a commitment to the comprehensive role of the community college as stated in the College Mission and to work harmoniously with College personnel and the public. All Cisco College personnel are expected to follow College policies, rules, regulations, and guidelines that relate to this position.

### **Primary Duties:**

1. Evaluates and awards credit for college level transfer work, international baccalaureate, advanced placement, and college level exam placement score reports, and military credit.
2. Researches and analyzes course descriptions and transfer of credit policies to determine transfer of credit eligibility; performs data entry and record retrieval from the college document imaging system.
3. Communicates with identified students regarding support services and other resources to support student success and learning.
4. Communicates with new college applicants by email or phone regarding admission and enrollment steps and processes, new student processes such as registration, and college services and resources to support student success and retention.
5. Develop and implement student recruitment strategies for Abilene area that include campus tours for prospective students and their families; collaborating with department heads and faculty on campus UIL events and judging contests; arranging campus visits with area high schools; managing a prospective student database; and recommending changes/improvements in recruitment strategies.

6. Administer strategies to achieve enrollment goals for the college. (i.e. organizing “Open House or Preview Days” specific to both academic and CTE programs.
7. Greets, assists, and directs students and visitors to appropriate offices, services, resources, or classrooms.
8. Provides support to the Cisco College Welcome Center. This includes checking student accounts, assisting with enrollment or registration processes, and providing support to student retention processes.
9. Answers calls to the general Abilene campus telephone number using a multi-line phone and directs calls as needed to appropriate offices.
10. Responds to student and faculty questions.
11. Works with the Director of Academic Support to implement and evaluate processes, information, and programs and/or services for new student cohorts.
12. Provides support to Counselors/Advisors and other academic support areas.
13. Performs other duties as assigned.
14. Communicates regularly with the Director of Academic Support Services and assists the Director in reviewing the efficiency of the Welcome Center and updating or implementing customer service processes as needed.

### **Preferred Qualifications**

1. Bachelor’s Degree
2. Ability to maintain confidentiality.
3. Willingness to innovate and engage a varied student population, including communication and outreach in all formats, individually and in groups.

### **Minimum Qualifications**

1. Associate’s degree or 60 hours of completed college credit.
2. Excellent interpersonal skills and demonstrated professionalism.
3. Excellent verbal and written communication skills.
4. Excellent computer skills.
5. Ability to gain new technological skills as may be required by changing technology.

For candidates who do not meet the minimum qualifications, a combination of education and experience providing comparable knowledge and abilities will be considered.