

**Job Classification:** Non-Exempt, Full-Time Staff

**Work Schedule:** Monday - Friday, 8am – 5pm

**Location:** Manhattan Campus

**Reporting Relationship:** Dean of Student Services

**Compensation:** Pay Grade 6 (*Salary Range: \$12.68 - \$19.02 per hour*)

**Primary Accountabilities:**

The Student Services Attendant serves as the first point of contact for the main office, providing essential administrative support to the Student Services team. This role ensures exceptional customer service to students, faculty, staff, and the public while maintaining professionalism and efficiency.

**Major Duties:**

- Serve as the front desk receptionist, greeting visitors, answering calls, scheduling appointments, and taking messages.
- Respond to inquiries from students, faculty, staff, and the public regarding policies and procedures, referring complex questions as needed.
- Manage scanning, uploading, and organization of student records and files.
- Act as a liaison between department leadership, staff, and the campus community.
- Process and maintain FERPA forms, student records, and other necessary documentation in the database system.
- Accept and process payments for application fees, seat deposits, and other student-related charges.
- Assist with tuition payment processing in the absence of the Student Account Coordinator.
- Assist with campus student service events, including enrollment, registration, commencement, and Open House.
- Perform nightly office closing duties, if applicable.
- Maintain the cleanliness and organization of the reception area.
- Provide support to Financial Aid, Admissions, Advising, the Registrar's Office, and the Business Office as needed.
- Attend required meetings and training sessions.
- Ensure compliance with FERPA regulations when handling student information.
- Handle departmental requisitions and other clerical tasks as assigned by the Dean of Student Services.
- Perform other duties as assigned.

**Qualifications:**

- High school graduate or equivalent, associate degree preferred.
- Minimum of two (2) years full-time work-related experience.
- Strong computer and word processing skills, particularly experience with database systems and computer applications.
- Strong organizational skills with ability to multi-task and be detail oriented.
- Ability to work independently, as well as in a team environment.
- Ability to abide by FERPA regulations regarding student information.
- Ability to communicate clearly and present oneself professionally through verbal, nonverbal (demeanor, dress, attitude), and written skills.
- Ability to provide quality customer service.
- Ability to organize, multi-task, plan and set priorities with minimal supervision.
- Ability to prioritize multiple demands in fast paced work environment while delivering exemplary customer service.

**Physical Demands:**

- Ability to sit for extended periods of time.
- Ability to read computer screens and mail, email, talk on the phone.
- Ability to lift and move supplies up to twenty-five (25) lbs.
- Ability to work occasional evenings and attend events as required.

**Work Environment:**

- Professional and deadline-oriented environment in an educational setting.
- Regular Interaction with students, staff, and guests.

**NOTICE OF SPECIAL POSITION OF EMPLOYMENT REQUIREMENTS**

- This position description is not designed to cover or contain a comprehensive list of all duties and results to be performed in this position. Duties and Performance standards may be added, subtracted, and/or changed by your supervisor at any time due to changes in department or institutional requirements.
- Unless exempt due to employment contract signed by the President, all employees of Manhattan Tech are to be considered as an “at-will” employee.
- All employees of Manhattan Tech are considered “responsible employees” pertaining to Title IX regulations concerning both prevention and reporting of sexual assault or harassment situations. As such, all employees must communicate with the Title IX Coordinator if they witness or hear about sexual assault or harassment situations.
- Manhattan Tech is an equal opportunity employer and complies with EEOC and ADA employment requirements. Manhattan Tech grants equal opportunity to all qualified persons without unlawful discrimination based on race, color, gender, age, national origin, ancestry, ethnicity, disability, sexual orientation, religion or veteran status.
- All ‘offers of employment’ are subject to criminal background check prior to employment.