Associate, Welcome Center/Student Experience

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Type: Full-Time
Salary: $15 per hour
Posted: 60 days ago
Category: Student Affairs and Services
Title: Associate, Welcome Center/Student Experience

Employee Classification: Part Time Classified/A/P

Department: Vice Chancellor Student Affairs

Salary Range: $ 15.00/hr

Who we are:

We are not-for-profit: St. Louis Community college (STLCC) is a non-profit institution dedicated to empowering students, expanding minds, and changing lives. Employees are committed to strengthening the St. Louis community with inclusive and transformative education.

We are a respected employer: For 60 years, STLCC has served the St. Louis community, expanding to 4 main campuses, 2 education centers, 2 workforce training centers, and 5 centers of excellence. More than one-half of the households in St. Louis have at least one

member who has taken classes at STLCC.

We make an impact in the community: Through credit courses, continuing education, and workforce development programs, STLCC annually serves nearly 69,000 students. More than 80% of career and technical graduates employed in their fields or continue their education at four-year institutions within six months of graduation. STLCC sends more transfer students to Missouri's four-year colleges/universities than anyone else.

What you get:

Benefits package [for full-time employees]: STLCC offers one of the best benefit packages in the St. Louis area. As a STLCC employee you will have access to a 100% match on your contribution to retirement, two health insurance plans options - including an HSA option, low-cost life insurance with a 3x salary benefit, and other low-cost benefits including dental, vision, AD&D, Short-term & Long-term disability insurance.

Opportunity to grow: Over half of our employees have served the college for more than 12 years, exploring different career paths and advancing to higher level positions.

Education & training opportunities: STLCC offers tuition waivers for employees [full-time and part-time] + their dependents. Full-time employees can take advantage of tuition reimbursement for other institutions after just 6 months of service, and an annual professional development allotment.

Work/life balance: Full-time STLCC employees have access to a generous time off package, including holidays, vacation, personal days, medical leave, and other leave options. Our holiday schedule even includes a paid winter holiday at the end of the calendar year.

Commitment to wellness: STLCC HR boasts a dedicated health and wellness specialist who is enthusiastic about creating a culture of wellness throughout the College. With access to college wellness vendors, employees are educated, motivated, and rewarded for healthy behaviors. STLCC employees and anyone living in their household also have access to an employee assistance program (EAP) that can help them with virtually any life need.

The basics of this position:

The Associate, Welcome Center/Student Experience is the first and most frequent point of contact for students, families, and visitors at St. Louis Community College. This highly visible, student-facing position creates a welcoming, supportive, and efficient environment within the Enrollment Center. As the front line of student services, the Associate responds to inquiries across multiple channels-including in person, phone, email, and chat-and connects

students to appropriate departments and resources.
This role is critical in shaping students' first impressions and ongoing experiences with STLCC.

What you'll do:

- Serve as a friendly and informed first point of contact for students, families, and visitors.
- Assist with general questions about campus operations, admissions, registration, financial aid, testing, advising, and campus resources.
- Make referrals to appropriate subject matter experts as needed to support student success.
- Use phone, email, live chat, texting platforms, and AI tools to respond to student inquiries and route them as needed.
- Maintain a warm, inclusive environment that affirms all students' sense of belonging and support.
- Utilize electronic systems such as CRM, chatbot, queue management systems, and/or knowledge bases to deliver timely, accurate service.
- Track and document student interactions and concerns for follow-up and continuous improvement.
- Monitor trends and share feedback with campus and district leadership to enhance the student experience.
- Collaborate with peers and supervisor to ensure the services and functions provided through the Enrollment Center Welcome Desk are exceptional.
- Work closely with Student Affairs departments such as Advising, Enrollment Services, and Testing to ensure seamless and responsive handoffs and referrals.

Education, experience, and other requirements:

* High School Diploma or equivalent.
* Experience in customer service in a high-contact, public-facing role.
* Demonstrated ability to manage multiple tasks in a fast-paced environment while maintaining exceptional customer service.
* Strong communication and interpersonal skills.

Preferred Qualifications:

- Associate's Degree or higher is preferred.
- Experience working or serving in a voluntary student leadership role assisting students in a college or university setting is preferred.
- Familiarity with student information systems (e.g., Banner), CRM tools, and chat/text platforms is preferred.
  Bilingual/multilingual skills are preferred.

AA/EOE/M/F/D/V

Related Searches:

Student Affairs and Services

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