



Northwest Louisiana Technical Community College is accepting applications for the following position:

Full time **Student Success Coordinator** at the **NLTC- Minden Campus**

The Student Success Coordinator performs duties involving the interpretation and evaluation of student services/affairs information for students, the public, and Northwest Louisiana Technical Community College staff. The areas include, but are not limited to admissions, advising, assessment and testing, career services, financial aid, graduation services, new student orientation, registration, student self-service stations, veteran's services and the student service/affairs welcome desk.

Duties and Responsibilities:

- Provide full range of student services support to students and the general public by responding to inquiries and requests for information and assistance in person, online or by telephone.
- Assist and inform students with student services processes, procedures and policies, which include, but are not limited to admissions, advising, assessment/testing; financial aid; graduation; registration; new student orientation, self-service stations and veterans services.
- Interpret complex information, making evaluative determinations and recommendations regarding services, programs, and procedures to students, College employees and the public.

Qualifications and Experience to apply:

- Technical Degree required. Associate or bachelor's degree preferred. An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.
- A minimum of 4 years of professional experience is required.

Knowledge of:

- Student services and programs relevant to a higher education setting
- Customer service principles
- Desktop computing and applicable software applications, preferably the Microsoft Office suite.

Skill in:

- Interpreting information, making determinations and recommendations
- Providing customer service
- Presenting to the public through oral or written communication
- Researching and resolving complex issues and problems
- Maintaining security of confidential student records
- Compiling and creating reports
- Evaluating documents and applications
- Applying applicable, federal and state laws, rules, and regulations

- Desktop computing and applicable software applications
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Additional Requirements:

A valid Louisiana Driver's License
Proof of motor vehicle insurance

In accordance with NLTCC Policy #6.003, a criminal history check will be conducted on all new hires. NLTCC participates in the federal E-Verify system for identification and employment eligibility purposes.

Application Instructions:

Please submit resumes, transcripts and any references to the following address:

Northwest Louisiana Technical Community College
9500 Industrial Drive
Minden, LA 71055

Attn: Human Resources

Email: ambersaunders@nlcc.edu

Applications will be accepted **until position is filled.**

For more information about Northwest Louisiana Technical Community College, visit www.nltcc.edu

NLTCC is a SAME employer- State as a Model Employer

Louisiana state government is committed to serving as a model employer by improving hiring, recruitment, and retention of individuals with disabilities, with the overall goal that seven percent (7%) of the workforce in each executive branch state agency is comprised of persons living with a disability. The State As a Model Employer initiative was originally established by [Executive Order JBE 18-08](#) and applicable to agencies reporting to the Governor. Effective 5/25/2022, SAME was codified into state law by [Act 103 of the 2022 Regular Session](#) and expanded applicability to all executive branch state agencies.

Northwest Louisiana Technical Community College does not discriminate on the basis of race, color, national origin, gender, age, religion, qualified disability, marital status, veteran's status, or sexual orientation in admissions to its programs, services, or activities, in access to them, in treatment of individuals, or in any aspect of its operations. NLTCC does not discriminate in its hiring or employment practices.