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EMILY GRIFFITH TECHNICAL COLLEGE
Traditional 235 work days

FTE: 1.0

Salary Range: $51,940 - $60,235

Essential Functions and Objectives:

Administers and manages activities within a specific area of a responsibility. Serves as the subject matter expert and applies gained knowledge to execute, maintain and improve systems, programs, or processes.

Navigates and advises students through admission into the college and ensures they are enrolled and supported throughout their entire career at Emily Griffith Technical College (EGTC). Proactively responds to all prospective students, identifies students' interests and needs, connects students to career coaches for specific program advice, assists students with the application process, and partners with all campus centers and offices.

Works closely with Engagement and Navigation Center staff to ensure services are effectively delivered. Cross trains to support the roles and functions of the center as needed for consistent customer service. Works with all other college departments to ensure student success. Plays a vital role in ensuring that the day-to-day operations of the center are functioning at optimal levels and producing effective customer service and high student satisfaction.
- Proactively performs outreach to cultivate relationships with prospective students via e-mail, phone calls, texts, etc., recording all activity and information in the customer relationship management platform.

- Guides prospective students through the information gathering process, completion of the baseline profile, career pathway exploration, and program determination; assists with basic financial support and admission process questions, including identifying resources and supports available for specific populations such as veterans, low-income, individuals with disabilities, etc., and referring students to the appropriate partner.

- Participates in related training and certifications, as directed.

- Facilitates connections to resources outside of Emily Griffith Technical College (EGTC) for any prospective student that does not advance through the student life cycle at the college; documents this activity in the customer relationship management platform and assigns follow up tasks for later check-ins with the individual.

- Guides students through the admissions and enrollment processes and connects students to other staff for ongoing academic and non-academic support, testing or assessments, and student orientation.

- Maintains a healthy relationship with students, serving as their single point of contact as needed; checks in regularly with the student throughout their education and connects them to any supports or resources needed throughout education, career placement, and as alumni.

- Assists students with technology needs, including the completion of the baseline profile, online admissions application, student portal login, online scholarship application, and online bookstore purchases, etc.

- Leads, develops, and coordinates student enrollment and retention outcomes for all programs at the college; works closely to support all functions of the Engagement and
Navigation Center and collaborates cross-functionally to ensure success in enrollment and retention goals.

- Gathers, tracks, maintains, and reports data on student enrollments - from recruitment, marketing and retention to program involvement, graduation, and placement - and reports on specific program trends as part of a quality review process for making continuous improvements.

**Knowledge, Experience & Other Qualifications:**

- Minimum two (2) to four (4) years of experience in higher education setting in a similar position.
- Experience working with diverse student populations.
- Two (2) years previous work in admissions and enrollment preferred.
- Knowledge of Microsoft Office products, including Word, Excel, and Outlook, as well as Google Suite.
- Effective time management and organizational skills and the ability to handle multiple demands and competing deadlines.
- Excellent communications skills (written, verbal, and listening).
- Ability to work effectively with a diverse student population and build and maintain positive relationships with students, faculty, and staff across the entire college.
- Ability to identify student challenges and needs (often not vocalized), effectively communicate with students, and provide remediation or in-college assistance.
- Professional work ethic with a friendly, personable attitude dedicated to the service of students.
- Understands and ensures compliance with Cleary, FERPA, and Title IX law and support services.
- Ability and willingness to learn and adapt to new technology systems.
- Bilingual skills preferred.

**Education Requirements:**

- Bachelor’s Degree or four (4) years equivalent relevant experience required.
- Bachelor’s Degree plus two (2) years equivalent relevant experience, preferred.

- Any equivalent combination of education and relevant experience totaling four (4) years, such as a High school diploma + four (4) years or an Associate's Degree + two (2) years will be accepted.

**About Emily Griffith Technical College:**

Emily Griffith Technical College, a division of Denver Public Schools, is Colorado's most unique public college. We offer an extensive curriculum including nearly 50 certificate programs and 500 courses. We have established a reputation for being one of the region's most diverse learning environments assisting more than 1.6 million students since our inception.

The Emily Griffith Technical College was founded nearly 100 years ago, and we still use the motto coined by Emily Griffith herself: *For all who wish to learn and expand their horizons and chart their own course for success*. We are looking for individuals that demonstrate and share the DPS Core Values of Integrity, Equity, Accountability, Collaboration, Fun and putting Students First. Come join the DPS team at Emily Griffith Technical College and make an impact at a great organization!

**About Denver Public Schools:**
Denver Public Schools is committed to meeting the educational needs of every student with great schools in every neighborhood. Our goal is to provide every child in Denver with rigorous, enriching educational opportunities from preschool through high school graduation. DPS is comprised of nearly 200 schools including traditional, magnet, charter and alternative pathways schools, with an enrollment of more than 90,000 students.

Under the leadership of Superintendent Susana Cordova and guided by the tenets of The Denver Plan, DPS has become the fastest-growing school district in the country in terms of enrollment and the fastest-growing large school district in the state in terms of student academic growth. Learn more at dpsk12.org.

*Denver Public Schools is an Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, national origin, sex, sexual orientation, age, disability, or any other status protected by law or regulation. It is our intention that all qualified applicants be given equal opportunity and that selection decisions be based on job-related factors.*