



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Transfer Specialist
POSITION NO.	501021
LOCATION	Warwick
REPORTS TO	Manager Transfer Center
GRADE	PSA 10
WORK SCHEDULE	Non-Standard: 35 hours per week
SUPERVISION	N/A
LIMITATION (if applicable)	N/A
REVISION DATE	October 2023

JOB SUMMARY:

The Transfer Specialist is responsible for assisting students who are looking to transfer to four-year colleges/universities. Duties include managing the day-to-day processes of the Joint Admissions Agreement (JAA), coaching transfer students, and streamlining the JAA process as required.

The Specialist will assist the Manager, Transfer Center in acting as the liaison to students, staff, and faculty, regarding transfer steps and requirements for students seeking to transfer to a four-year college/university. Additionally, the Specialist will provide a broad range of enrollment management and educational support to students including, but not limited to, outreach to students about drop for non-payment and verification of enrollment, provide transcripts, and directing students to resources.

DUTIES AND RESPONSIBILITIES:

Commitment to CCRI's Mission:

- Demonstrate a commitment to the philosophy and mission of a comprehensive community college
- Work collaboratively in a diverse, inclusive and student-centered environment, with students of various learning styles, cultures, identities, and life-experiences
- Work collaboratively with others and provide quality customer service in a diverse and inclusive environment

Transfer Support:

- Assist in all functions of the Joint Admissions Agreement (JAA) program and JAA Days (or similar).
- Lead proactive outreach campaigns to potential transfer students to provide information about transfer opportunities, resources, and JAA programming.
- Assist in campus transfer events such as transfer fairs, workshops, and informational sessions, and communicate transfer opportunities to students.
- Supply students with a range of high-quality services to individual and groups of students to assist them in the transfer process.
- Support students in gaining the necessary information, developing the skills and competencies, and developing clear plans to achieve their transfer goals.
- Develop and maintain a comprehensive knowledge of academic, degree, and transfer requirements, policies and procedures for use in servicing the student population.
- Create data reports to support the decision making of the JAA program and other programs.
- Assist in the maintenance of the transfer and JAA webpages (or similar).
- Maintain a body of current resources on transfer students' needs and demographic information.
- Provide students with information about transfer, scholarships, and CCRI resources.
- Participate in CCRI on-campus and off-campus events.
- Support student information systems (e.g., Banner and Argos) to obtain and monitor data.
- Maintain confidential student records.

Student Onboarding Support:

- Provide and educate students with available tools (e.g., Degree Works) and resources (e.g., Tutoring) by

anticipating needs through consultative conversations.

- Provides students with an introduction to support services, technologies, and required actions (e.g., Verification of Enrollment, Drop for Non-Payment, etc.) to support self-service behavior and success.
- Provide comprehensive responses to student questions regarding transfer credit, transcripts, document tracking and other records being sent to CCRI.
- Coordinates and conducts outreach strategies that include phone calls, mailing, emailing, texting, web resources and other forms.
- Support course registration as prescribed by degree and transfer evaluations and placement tests.
- Assists students, individually or in groups, with College Scheduler class registration.
- Ensure effective hand-off to the assigned caseload advisor for support with course selection and registration, financial well-being, career and transfer preparation, and academic performance.
- Other related duties as assigned.

LICENSES, TOOLS, AND EQUIPMENT:

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:

- Bachelor's degree
- Demonstrated relevant work experience providing outstanding customer service
- Demonstrated excellent time management skills, high learning agility, creative problem solving, interpersonal, oral and written communications, and presentation skills (for audiences up to 100+), with strong attention to detail and accuracy
- Demonstrated proficient computer skills including Microsoft Office, Internet applications, and database software

PREFERRED QUALIFICATIONS:

- Bilingual in English and Spanish preferred

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.