



Position Open Notice
Advance Team Assistants- Temporary
Part-time
Thatcher, Arizona

College and Area Information:

Eastern Arizona College's District Offices are located in Thatcher, Arizona, a beautiful rural area with easy access to arid as well as mountainous recreation. The College is located approximately 125 miles northeast of Tucson and 165 miles southeast of Phoenix. EAC is a comprehensive community college offering five associate degrees across nearly 50 programs of study. Eastern Arizona College is the oldest member of the Arizona Community College system and is fully accredited by The Higher Learning Commission.

Position Summary and Organizational Relationship:

The Advance Team Assistants position reports to the Assistant Director of Enrollment Management. This temporary position is primarily a receptionist role, and duties include answering telephones, light filing, offering tours of campus, and customer service. The receptionists play an important part in marketing the College to new students and creating a positive image for the public at large. This is a part-time position generally consisting of no more than 19.5 hours per week as scheduled by the supervisor. **The tenure for this position concludes on August 16, 2024.**

Required Qualifications:

Required qualifications to effectively perform job. An equivalent combination of education, training, and experience will be considered.

- Strong customer service, communication, organization, and problem-solving skills.
- Ability to effectively manage frequent job interruptions, distractions, stresses, and seasonal fluctuations in workloads.
- Ability to be a self-starter in order to keep "fishbowl" running smoothly.
- Demonstrated ability to function as an effective member of a large organizational team.
- Friendly, engaging personality, and the ability to reach a diverse population.
- High school or college GPA of 3.0 or above.

Essential Functions:

- Assist with EAC's main incoming telephone calls.
- Give multiple tours of campus to prospective students and other EAC guests.
- Provide professional interaction with individuals seeking assistance from the Admissions Office.
- Assist with critical mailings for prospective students and their families.
- Utilize social media to encourage strong relationship-building among prospective students.
- Assist students with all EAC online programs including Gila Hank, MonsterMail, WebStudy, FAFSA, and My Financial Aid.
- Be familiar with all Student Services Building offices' functions.
- Perform other duties as assigned.

Knowledge, Skills and Abilities:

May be representative, but not all-inclusive, of those knowledge, skills, and abilities commonly associated with the job.

- Ability to effectively communicate over the phone, in-person, and through written correspondence with prospective students, families, and other guests, maintaining a professional and welcoming demeanor.
- Proficiency in providing engaging and informative campus tours to prospective students and guests, highlighting key campus facilities, programs, and services to promote a positive impression of the institution.
- A strong commitment to providing exceptional customer service, including promptly addressing inquiries, resolving concerns, and offering assistance to individuals seeking information and support from the Enrollment Management office.

Physical Abilities:

Activities commonly associated with the performance of the functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

- Regularly required to talk and hear; frequently required to sit, stand and bend at the knee and waist, and walk.
- Must have hand-eye coordination.
- Occasionally required to reach and grasp items, and to stoop, kneel, crouch, crawl, and climb.
- Ability to walk around campus for extended periods while giving tours to prospective students and guests.

Working Environment:

Environmental or atmospheric conditions commonly associated with the performance of the functions of this job.

- Work is performed under general office conditions.
- Exposed to moderate noise levels.

Application Information:

Applicants should send a resume, a letter of application addressing each of the required qualifications and describing experience related to the position responsibilities and a signed copy of the EAC application form, available on EAC's website ([EAC Application Form](#)). Application materials can be emailed to careers@eac.edu or mailed to the address listed below:

Eastern Arizona College
Human Resources – SS 209
615 N. Stadium Avenue
Thatcher, AZ 85552-0769

The submission of all required application materials for the screening committee's review is the responsibility of the applicant. Applicants must be prepared to interview at their own expense.

Closing Date:

The position is **open until filled**. Review of applications will begin immediately and continue until the successful candidate is identified.

Compensation and Position Availability:

The initial position compensation is **\$14.35 per hour**. The anticipated position start date is as soon as practical once the successful candidate is identified. **The tenure for this position concludes on August 16, 2024.**

Questions:

Human Resources Department
Voice: (928) 428-8915
FAX: (928) 428-2576
E-mail: Careers@eac.edu

EASTERN ARIZONA COLLEGE IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

Eastern Arizona College is in compliance with Titles VI and VII of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, and the Rehabilitation Act of 1973, and does not discriminate on the basis of race, creed, color, national origin, disability, age, or sex in any of its policies, practices, or procedures. This includes, but is not limited to, admissions, employment, financial aid, educational services, programs and activities.

Eastern Arizona College complies with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, 20 U.S. Code § 1092(f) and the Higher Education Opportunity Act of 2008, by distributing an Annual Security and Fire Safety Report. The report is intended to inform the campus community of campus safety information, Clery Act crime statistics, on-campus housing fire data and statistics, and policies and procedures relating to sexual violence, emergency response, and other safety factors. A copy of EAC's Annual Security and Fire Safety Report can be found at <https://eac.edu/student-life/campus-safety.php>. Additional copies are available at the Alumni Library (Thatcher Campus), the Learning Resource Center (Payson Campus), and the library (Gila Pueblo Campus). A paper copy of the report will be provided upon request at EAC's District Office, located at 615 N. Stadium Avenue, Thatcher, AZ.

A daily crime log listing all criminal and alleged criminal incidents reported to campus police/security is available on-site, during normal business hours, at each of the campuses: EAC Police Department, located at 620 N. College Avenue, Thatcher, AZ (Thatcher Campus); Gila Pueblo Campus Administration Office, located at 8274 Six Shooter Canyon Road, Globe, AZ (Gila Pueblo Campus); and Payson Campus Administration Office, located at 201 N. Mud Springs Rd., Payson, AZ (Payson Campus). A fire log containing all reported fires that occurred at any of EAC's on-campus student housing facilities is available during normal business hours at the Housing Office, located at 900 N. College Avenue, Thatcher, AZ.