

BROOKDALE COMMUNITY COLLEGE

### VACANCY ANNOUNCEMENT

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| **POSITION**  **(Replacement)** | Specialist, One Stop |
| **GENERAL DESCRIPTION** | The One Stop Specialist serves as a primary information source providing various support functions and front-counter services, assisting visitors, students and staff with a variety of issues. The position possesses a broad knowledge base of the student services unit and particular processes including those in Admissions, Registration and Financial Aid, and Testing Services. The Specialist is also responsible for answering calls in the Call Center and responding to emails and chat/text messages. Occasionally travels to regional locations to assist with One Stop Services. |
| **MINIMUM QUALIFICATIONS** | Associate’s Degree; or an equivalent combination of education and experience from which comparable knowledge and abilities can be acquired. Two years of related experience, preferably within an educational environment. Working experience in a busy, customer service-oriented position desirable. Working experience with student enrollment or registration is desirable. Proven ability to work effectively with students of varying ages and diverse backgrounds. Outstanding communications skills. Strong interpersonal and organizational skills with the ability to develop effective working relationships with students, staff, and faculty. Ability to learn processes related to Admissions, Registration, Financial Aid, and Testing Services and maintain broad-based knowledge about the College and the organizational structure. Ability to respond accurately to inquiries, resolving routine problems and questions in a timely manner. Computer literacy skills at an intermediate level with the demonstrated ability to utilize and apply Microsoft Office Outlook, Word, Excel, and PowerPoint as well as specialized software programs and computer applications. Ability to learn and apply office practices, procedures, policies, and regulations that are essential to the position. Occasional local travel is required. Fluency in a second language is desirable. Weekend and evening work, and flexible hours/schedules may be required. The incumbent works at the One Stop front service counter and in the Call Center as scheduled by the supervisor. |
| **SALARY** | Annual salary is $50,375 with benefits (N4). |
| **BROOKDALE COMMUNITY COLLEGE** | Brookdale Community College is an innovative and comprehensive open admissions institution located on Monmouth County, New Jersey. We encourage interested parties to visit our website at [**www.brookdalecc.edu**](http://www.brookdalecc.edu)**.** |
| **APPLICATION PROCESS** | Brookdale Community College has a complete online application process. Please visit our website at [www.brookdalecc.edu](http://www.brookdalecc.edu) – If you are a Brookdale Employee, click on **“Careers@Brookdale” then “Current Employee Opportunities”** to view current jobs at the College, create an online application and apply for positions. If you are not a current Brookdale Employee, visit our website listed above and click on **“Careers@Brookdale”** **then** **“Career Opportunities”** to view current jobs at the College. Application materials are only accepted for current positions and should be submitted by the preferred submission date.  If you have any questions regarding the Online Employment System or for assistance in applying, please contact us at 732-224-2231 or email at hrdept@brookdalecc.edu. |

**Office hours for Human Resources are 8:30 AM-5:00 PM Monday through Friday.**

*As an Equal Opportunity Employer, the College does not discriminate in its hiring or employment practices on the basis of gender/gender-identity, sex, race or ethnicity, color, national origin, religion, age, disability, veteran’s status, genetic information, family or marital status, sexual orientation, or any other protected class.*

**Date Posted: 7/11/2025**

**Open Until Filled**

***A review of applications will be ongoing until the position is filled. Submission of application materials by Friday, July 25th, 2025, is preferred to ensure full consideration.***