

Departments Needing Assistance Before a Semester Starts

	Financial Aid	Contact Center	Scanning	Testing	Student Accounts	Admissions	Advising
Coordinator:	Robin Winston	Angela Head	James Strickland	Chris Rednour	Madara McCorkle	Richard Beaubien	Nate Holmes
Basic Skills Required	ESAMS and/or Banner; great verbal and written communication skills; ability to understand general financial aid details; data entry skills;	Good Verbal Communications Typing. Ability to talk and type simultaeously is a must. Strong customr focus skills including de escalating irate callers.	Very good display of data entry skills. 10 key typing is a must. Good organization and ability to switch tasks easily. Ability to learn and memorize codes. A consistent individual with at consistent schedule would be very important to ensure keeping abreast of the nuances in indexing. Attention to detail critical.	Good verbal communication skills; good organizational skills and attention to detail; good critical thinking skills and good diplomatic skills; Familiarity with college services on their campus and with the academic calendar; Familiarity and working knowledge of ESAMS and SIS (knowledge of ESL a plus).	Cash handling, customer service, cashiering, data entry	Good keyboarding skills, high level of accuracy in transcription. Familiarity with BANNER and Xtender.	Effective Communication Skills; Familiarity and working knowledge of advising resources (e.g., SIS, DegreeWorks, eSAMS, SMARTS); Knowledge of campus resources (e.g., academic calendar, college catalog, NSO website). Knowledge of advising policies and procedures.
Number of people needed to provide assistance.	5	As many as possible. At the minimum 5-10 (Max of approx 20 given current licences)	2 - 4 part-time	1-4 per test center	2 (Clarkston, Decatur, Dunwoody) 1 (Alpharetta and Newton)	Month of May (10), July through August (7), November, December & first week of January (5)	New Student Orientation -10-12 (per campus) Final Registration - 10-12 (per campus) Schedule Adjustment - 5-6 (per campus)
Hrs required to train	40	80hrs/2 full weeks	It would depend highly on the number of hours they can work straight, but roughly 1 week for full time and 2-3 for part-time would get a basic understanding.	8 hrs (how it is scheduled may be dependent on Campus)	10-20 hours	Two 8 hour days for college transcript setup PLUS One 8 hour day for high school transcript setup	Two-4 Hour Training Sessions
Hrs per week ongoing (to maintain skill level)	5	4-8 hours per week	Minimum of 4 hours per week	2 hrs / wk	5 hours	5 hours per week	At least Two Hours / Week
Number of weeks need additional assistance before start of semester	6	At least 4 weeks if not sooner	A minimum of 6 weeks before and 2 weeks after registration. 2 weeks of the 6 weeks before would be for training and the rest would be for production level work.	Fall - 4 weeks; Spring - 3 weeks, Summer - 3 weeks	Fall - 4 weeks Spring/Summer - 2 weeks	Needs vary on a monthly basis -- Month of May (10), July through August (7), November & December & first week of January (5)	8 weeks prior to the beginning of the term.
Hrs per week before "start"	10-20 hrs	8-10hrs	8 to 20 hrs	8-20 hrs	10-20	Five	At least 2 hours Per Week
Location	Lakeside	Ongoing possibly at workstation. Preference if full day at Lakeside.	Clarkston, Lakeside, Dunwoody	Each campus	Each campus	Lakeside	Each campus