



VACANCY POSTING NOTICE – October 2, 2026

Title: Student Support Specialist I
Salary Range: \$32,000.00
Contract Term Length: 12 Months
Standard Hours: 37.5
Work Location: On-Site
FLSA Status: Non-Exempt/Overtime Eligible
Department: Financial Aid

Job Summary

Henderson Community College is seeking a Student Support Specialist I to join the Financial Aid Department. This position assists students with a variety of academic, professional, and personal support services designed to help them overcome academic and non-academic barriers, successfully navigate college processes, and develop the skills and resources needed to support retention and graduation.

The Student Support Specialist serves as an important point of contact for students and provides welcoming, responsive, and confidential assistance while connecting students with appropriate financial aid and college resources.

Job Duties:

1. **Student Support and Customer Service**
 - Provides students with standard information, resources, and assistance related to financial aid and student support services.
 - Assists students in identifying appropriate college resources and directs more complex questions to the appropriate staff member.
 - Provides professional, courteous, and student-centered service through in-person, telephone, email, and other communications.
 2. **Orientations, Workshops, and Programs**
 - Assists with the facilitation of student orientations, financial aid workshops, outreach activities, and other student programs.
 - Helps prepare materials and resources for presentations and student events.
 - Supports departmental efforts designed to improve student awareness of available resources and services.
 3. **Student Records and Administrative Support**
 - Updates and maintains confidential student records in accordance with applicable college procedures.
 - Assists with routine data entry, document management, and other administrative functions within the Financial Aid and the Student Affairs Department.
 - Maintains accuracy and confidentiality when working with student information and records.
 4. **Student Communications**
 - Distributes communications to targeted student audiences under general supervision.
 - Assists with email, telephone, and other outreach to students regarding required actions, available resources, workshops, programs, and important deadlines.
 - Helps ensure student communications are clear, accurate, timely, and supportive.
 5. **Departmental Support**
 - Collaborates with Financial Aid and Student Affairs staff and other college departments to help students navigate college services and address barriers to success.
 - Provides general administrative and customer-service support to the Financial Aid Department.
 - Performs other duties consistent with the responsibilities of the position.
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Minimum Qualifications:

- Bachelor's degree or equivalent years of experience.
- Typical years of relevant experience: 0–2 years.

Preferred Qualifications:

- Strong customer-service and interpersonal skills with the ability to work effectively with students from a variety of backgrounds.
- Strong written and verbal communication skills.
- Ability to maintain confidentiality and appropriately handle sensitive student information.
- Strong organizational skills and attention to detail.
- Ability to manage multiple responsibilities and priorities in a student-service environment.
- Ability to work collaboratively as part of a team.
- Basic proficiency with computers and standard office technology.
- Ability and willingness to learn college systems, financial aid processes, policies, and procedures.
- Commitment to providing accessible, respectful, and student-centered service.
- Experience working in higher education, student services, financial aid, customer service, or a related environment.
- Experience assisting students or customers with completing forms, navigating processes, or resolving routine questions.
- Experience working with confidential records or information.
- Familiarity with Microsoft Office applications and electronic records/document-management systems.

Application Deadline: Open until filled; will begin reviewing applications on October 12th.

To Apply: Please visit our website to make application online: <https://careers.kctcs.edu/Henderson>

In addition, please upload your resume.

Applicants will be notified if selected for an interview. Search may be extended if additional candidates are needed.

Employee Rights - [Employee Polygraph Protection Act](#)

Equal Opportunity Employer - The Kentucky Community and Technical College System is an equal educational and employment opportunity institution.
