



Contact Person: William Clyde, Jr. Director

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Location: 5th floor, Tower Building

Signed into law in 1967, the Educational Opportunity Program (EOP) serves as the primary access vehicle for first-time freshmen within the State University of New York (SUNY). EOP at NCC provides academic and social support to students that are academically unprepared and economically disadvantaged. The program provides effective, consistent services fostering academic, psychological and personal well-being of program students. EOP provides moderate supplementary funding for students indicating need. The EOP Summer Academic Institute allows students to build necessary skills for successful completion of their Associates degree.

Responsibilities:

- Greet students and visitors upon entering the office and direct them to appropriate staff member
- Answer inbound phone calls and transfer callers to appropriate staff member
- Respond to general program inquiries in person and over the phone
- File student electronic and physical records
- Maintain confidentiality of sensitive data and student records
- Maintain a welcoming and organized front desk ensuring that all pamphlets are replenished
- Assist with departmental programs and workshops
- Perform clerical needs such as photocopying, data entry, and maintaining bulletin boards
- Other duties as deemed appropriate

Qualifications:

- Proficient in Microsoft Office, Word and Excel
- Excellent customer service, welcoming and approachable demeanor
- Strong communication and interpersonal skills
- Ability to take initiative and work independently as well as part of team
- Team oriented and able to complete projects in a timely manner
- Ability to convey program details to all stakeholders in a clear manner