

Site Administrative Associate, Northeast Regional Center
Community College of Philadelphia

Direct Link: <https://www.AcademicKeys.com/r?job=269780>

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Posted Dec. 23, 2025, set to expire Apr. 23, 2026

Job Title Site Administrative Associate, Northeast Regional Center

Department All Jobs

Institution Community College of Philadelphia
Philadelphia, Pennsylvania

Date Posted Dec. 23, 2025

Application Deadline Open until filled

Position Start Date Available immediately

Job Categories Part-Time/Temporary Staff
Classified Staff

Academic Field(s) Administrative Support/Services

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Job Description

Posting Details

Position Information

Position Title: Site Administrative Associate, Northeast Regional Center

Requisition Number: SCA00876

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General Description

The Site Administrative Associate is a part-time, temporary position at the Northeast Regional Center (NERC), reporting to the Manager, NERC. This position provides front-line support for prospective and continuing students. Under limited supervision, this position supports enrollment-related functions, manages student intake, and delivers high-quality customer service. The role requires initiative, sound judgment, and the ability to make decisions independently while ensuring the smooth operation of front counter and student services activities.

This is a part-time, temporary position with work hours not to exceed 20 hours per week.

Schedule: Monday-Thursday, 9:00 AM - 2:00 PM. Work schedule may be subject to change based on College needs.

College Intro

Success starts at Community College of Philadelphia. Innovators and difference makers work at Community College of Philadelphia. Diversity thrives at Community College of Philadelphia. We are a college that is committed to promoting a work environment that attracts and retains talented and diverse faculty and staff. We challenge each other and ourselves to achieve at the highest level while contributing to the mission of the College and the betterment of Philadelphia. We value and support an intellectually dynamic community to prepare our students for global citizenship. Join us and become a part of a community that has long been and will continue to be generators of generational chance in this city and beyond.

Community College of Philadelphia is an open-admission, associate-degree-granting institution which provides access to higher education for all who may benefit. Its programs of study in the liberal arts and sciences, career technologies, and basic academic skills provide a coherent foundation for college transfer, employment and lifelong learning. The College serves Philadelphia by preparing its students to be informed and concerned citizens, active participants in the cultural life of the city, and enabled to meet the changing needs of business, industry and the professions. To help address broad economic, cultural and political concerns in the city and beyond, the College draws together students from a wide range of ages and backgrounds and seeks to provide the programs and support they need to achieve their goals.

Specific Responsibilities

- Greet and assist students, faculty, staff, and visitors with general and enrollment-related inquiries.

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- Manage student intake using queuing system software and maintain appointment scheduling tools.
- Utilize institutional systems, including Banner and Slate, to research student information, support accurate intake, and ensure students are appropriately routed to services and resources.
- Provide high-quality customer service to internal and external constituents in a courteous, professional, and pleasant manner, while consistently maintaining a professional appearance.
- Communicate effectively in person, by phone, and via email; redirect calls and share College information appropriately.
- Follow up with students regarding enrollment matters and respond to inquiries or concerns as needed.
- Provide campus tours to prospective students and families.
- Cultivate and maintain positive working relationships with NERC staff and faculty.
- Share student needs or concerns with the NERC Manager and/or Executive Director.
- Prepare and process forms, records, and reports using systems such as Banner, Microsoft Word, Excel, Outlook, and queuing software.
- Maintain current knowledge of Enrollment Services and other College services (e.g., Admissions, Academic Advising, Financial Aid, Counseling) to help resolve student questions.
- Support outreach, recruitment, and retention efforts by assisting with calling campaigns, data collection, and basic research tasks.
- Assist with planning, coordination, and execution of special events at the NERC.
- Ensure the confidentiality and security of student records in accordance with FERPA and College policies.
- Maintain sensitivity, understanding, and respect for a diverse academic environment, inclusive of students, faculty, and staff of varying social, economic, cultural, ideological, and ethnic backgrounds.
- Perform assigned duties in a manner consistent with the mission, goals, and core values of the College.
- Perform other duties as assigned.

Minimum Qualifications

- High School diploma or equivalent required.
- A minimum of one (1) year of related experience working in a community-based or educational setting.
- Strong customer service skills and the ability to maintain sensitivity, understanding and respect for a diverse work environment is required.
- Excellent organizational, communication, and interpersonal skills.
- Ability to work independently and collaboratively with minimal supervision.

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- Proven ability to manage multiple tasks and prioritize effectively.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook) required.
- Effective verbal and written communication skills required.
- Strong attention to detail and problem-solving ability.
- Ability to maintain professionalism and a positive demeanor at all times.
- Ability to maintain sensitivity, understanding and respect for a diverse academic environment, inclusive of students, faculty, and staff of varying social, economic, cultural, ideological, and ethnic backgrounds required.

Preferred Qualifications

- Associate's degree (or two years of college level coursework) preferred. Any and all degree(s) must be from a regionally accredited institution of higher learning.
- Multilingual ability (e.g., Spanish, Arabic, Russian, Uzbek, Mandarin Chinese) preferred.

Work Location: Northeast Regional

Benefits Summary

Benefits:

"Success Starts Here" at Community College of Philadelphia. We recognize that our success as a college and the success of our students starts with our employees. Our employees are vital to our success. Our total compensation package includes a comprehensive offer of benefits that are unrivaled by most.

Full-time faculty and staff benefits include:

- College-paid medical, dental, drug, life and disability insurance
- Tuition remission (for classes at the college)
- Forgivable tuition loan (for classes at any accredited academic institution)
- 403(b) retirement plan with 10% College contribution with employee contribution 5%
- Flexible spending accounts
- Paid vacation, holiday and personal time
- Partial remote work schedule for remote work eligible positions

Additional College benefits:

- Winter break: 1 week around the third week in December and New Years

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- Spring Break: 1 week in March
- Summer Hours: 4-day work week (closed on Fridays) from the 2nd week in May through the 3rd week in August

For More information about the College benefits and eligibility based on employee class, please visit:
<https://www.mycpp.online/human-resources/benefits-eligibility>

Salary Grade or Rank: 1

Max Salary/Hourly Rate: \$20/Hr

Job Posting Open Date: 12/23/2025

Type of Position: Administrator - Temp

Employment Status: Part-Time

Special Instructions to Applicants

Interested candidates should complete an online application.

- Cover Letter of interest and resume required.
- Name and contact information of 3 references required.
- Employment offers are contingent upon successful completion of background checks in accordance with PA Child Protective Services Law.
- Must be legally eligible to work in the U.S.

Community College of Philadelphia is an equal opportunity employer and does not discriminate on the basis of race, sex, sexual orientation, gender identity, religion, color, national or ethnic origin, age, disability, status as a Vietnam Era Veteran or disabled veteran or any other status protected by law, in matters pertaining to employment.

Supplemental Questions

Required fields are indicated with an asterisk (*).

1. * How did you first learn about this employment opportunity?
 - Community College of Philadelphia Website

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- Careerbuilder.com
 - HigherEdJobs.com
 - LinkedIn
 - The Chronicle
 - Job Fair
 - Indeed.com
 - HireVeterans.com
 - HERC - Higher Education Recruitment Consortium
 - CCP - Faculty Recruiting Event
 - Other
2. * If your answer to the above question is Other, please note the source below. If this question does not apply to you, enter N/A.

(Open Ended Question)

3. * What is the highest level of education you have completed?
- No Response
 - High School/GED
 - Associates Degree
 - Bachelor's Degree
 - Master's Degree
 - Doctorate
 - Other
4. * Do you have a minimum of one (1) year of related experience working in a community-based or educational setting?
- Yes
 - No

Documents Needed to Apply

Required Documents

1. Resume
2. Cover Letter/Letter of Application

Optional Documents

1. References

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Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact Abby Ametrano Aametrano@ccp.edu
All Jobs
Community College of Philadelphia

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