

## **Nassau Community College Educational Opportunity Program**

**Contact Person: Ariyanna Simmons, Acting Director**

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**Location: Library, L09A**

The Educational Opportunity Program (EOP) at NCC provides comprehensive academic and social support to students who are academically underprepared and economically disadvantaged. The program delivers consistent, effective services designed to promote students' academic success, as well as their psychological and personal well-being. In addition, EOP offers moderate supplemental financial assistance to students who demonstrate financial need.

### **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
- 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

