| Date | Position # | Position Title  | Reports To: |
| --- | --- | --- | --- |
| 8/26/2024 | TFS036 & TFS037 | Temporary Customer Relations Specialist – Learning Commons | FA9586 |

|  | For HR Use Only |
| --- | --- |
| Division | Department | Pay Table/Level/Grade | soc code | employment code |
| Academic Affairs | Learning Commons | Full-Time Professional Support 5 | 43-0000 | 5 - Other Full Time |

# Status: Please select the appropriate boxes that apply.

| **Regular/Continuing:**[ ]  | **Bargaining Unit:** ASP - FT/ESP | **Non-Bargaining:** [ ]  | **Provisional/Grant Funded:** [ ]  | **Temporary/Limited Duration:** [x]  |
| --- | --- | --- | --- | --- |

| **Individual Position:** [x]  | **Full-Time (40 hrs/wk):** [x]  | **Part-Time:** [ ] \_\_\_\_ Hrs/Week | **Pooled Position:** [ ]  | Type here  **# of Employees if this position is pooled.** |
| --- | --- | --- | --- | --- |

| **JOB SUMMARY:** This section should summarize the overall purpose (“mission”) of this job in 1-4 sentences. Briefly describe the primary reason the job exists at LCC. |
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| Driven by compassion, inclusivity, integrity, teamwork, and work-life balance this position is responsible for providing exceptional customer service to internal and external customers for the Learning Commons by utilizing independent and analytical decision making skills. Access, interpret, and apply institutional requirements to inform and instruct students to access and utilize academic resources, schedule and assign tutorial services, and collaborate with other campus departments and programs to support and promote student success. Serve as the backup to the Academic Resource Services Coordinator of the department to manage, procure and track the various academic resources required for students, the department faculty and staff. Ability to work both independently and collaboratively to resolve complicated and unique issues/situations in a timely manner. This position will effectively communicate complex and confidential information with a customer service focus. Must demonstrate a commitment to the diversity, equity, and inclusion of a multi-cultural population, as well as work effectively in a team-based environment, seeking continuous improvement and adherence to the community college philosophy.  |

| **Direct Reports:** If this is a supervisory position (authority to hire, assign, discipline, approve timesheets), list position #s of those supervised). |
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| None |

| **Essential Duties and Responsibilities:** Identify and describe the essential duties and responsibilities, i.e., what actions are done and what are the expected results. Most jobs can be described using 5-10 statements. List in priority order, beginning with top priority/must get done, with approximate percent for each (e.g. 20% 1. Reconciles grand fund expenditures to balance monthly budget). “Other duties, as assigned,” are implicit in all position descriptions.  |
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| **%** | **NO.** | **Essential Duties and Responsibilities** |
| --- | --- | --- |
| 35 | 1 | Provide consistent delivery of quality service to support and promote student academic success. Responsibilities include intake and assessment of student academic needs to assign and schedule tutorial service appointments, study groups, and exam prep sessions. Create and track student tutorial education plans, collaborating with faculty and staff in the Learning Commons and other College departments and programs. Oversee and manage the student self-service center including computers, printers, copier, and scanner, including inform and instruct students to access and utilize academic resources. Effectively communicate complex and confidential information with a customer service focus. Manage and maintain the Learning Commons customer relations management systems, event calendars, tutor qualification database, and utilize WhenToWork employee scheduling system and other College applications. Job duties include inventory, maintenance, and assignment of academic resources for students and staff. Serve as the backup to the Academic Resource Services Coordinator of the department to manage, procure and track the various academic resources required for students, the department faculty and staff.  |
| 30 | 2 | Work collaboratively and use independent judgement to answer questions and resolve complex and unique issues/situations in a timely manner in person, over the phone, through email, Website, and social media. Interact with internal and external constituents regarding academic support, learning assistance and other College functions. Accesses, interprets, and applies institutional requirements while maintaining student confidentiality and professionalism. Maintain accurate records.  |
| 15 | 3 | Provide guidance in order to support student success by educating students, faculty and staff on how to access information and services using College sources, and educational or other resources. Must demonstrate a commitment to the diversity, equity, and inclusion of a multi-cultural population, as well as work effectively in a team-based environment, seeking continuous improvement and adherence to the community college philosophy. |
| 10 | 4 | Evaluate, troubleshoot, and document technical and procedural barriers related to student access to academic resources and learning assistance to promote student success. Recommend changes to operational processes, and implement as approved by administration in order to promote a seamless student experience.  |
| 10 | 5 | Complete assigned duties, responsibilities and tasks in a timely manner while maintaining a high degree of professionalism, confidentiality, integrity and ethics. Participate in and collaborate with various teams and activities for the department, division, and/or college including marketing, public service functions, meetings, and other activities of the department. Primary work location is on LCC’s Main campus, and requires nights, weekends, and travel to various campus locations as needed. |

| **Core Competencies:** Record the knowledge, skills and abilities necessary to perform the essential functions of this position. Provide descriptions of core competencies below (e.g. communication, customer service, decision-making, leadership, problem-solving, etc.). An incumbent or applicant must be able to demonstrate and results must be measurable.  |
| --- |
| Knowledge:* Experience with integrated computer software systems (preferred: Banner applications, Desire2Learn, Argos), Customer Relations Management systems and appointment scheduling processes and software, and Microsoft Office Suite software (preferred: Outlook, Word, Excel, Access, PowerPoint)
* Knowledge of customer relations best practices
* Knowledge of College strategic initiatives, policies, procedures, resources, and support systems
* Knowledge of federal and state regulations as applicable

Communication/Influence:* Perceptive, active listener - analyze internal and external customers’ experience to proactively address their needs
* Excellent verbal and written communication skills
* Courteous, knowledgeable, friendly and enthusiastic customer service
* Flexible, sensitive, and compassionate interpersonal skills
* Ability to work effectively in a multi-cultural, team-based environment, seeking continuous improvement and adherence to the community college philosophy
* Professional written communication skills.

Problem Solving:* Ability to recognize and identify process improvement opportunities and solutions
* Ability to be decisive, thoughtful, and use persuasive conflict resolution skills
* Ability to find and communicate information to resolve student requests
* Ability to assess, prioritize, and respond to a variety of needs
* Ability to independently perform a variety of duties and balance multiple priorities in a dynamic work and learning environment.

Leadership:* Manage requests and workload in a dynamic and fast-paced environment.
* Operate as a flexible and supportive team member to build a cohesive and seamlessly efficient student experience.
* Ability to work effectively with diverse populations
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| **educational/experience requirements:** Identify the education and/or equivalent combination of education and experience, plus additional specific years of experience, certifications, licenses and/or special training required to perform the essential functions of this job.  |
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| **Required*** Associate Degree from a regionally accredited institution of higher education, or the equivalent combination of education and/or relevant work experience.
* Demonstrated customer service experience.
* Experience using Microsoft Office Suite software (e.g. Outlook, Word, Excel, Access, PowerPoint).

**Preferred*** Demonstrated experience working in higher educational setting or learning center.
* Demonstrated experience with diverse populations.
* Experience using College software (e.g. Banner, D2L, and Argos).
* Understanding of Customer Relations Management (CRM) systems and/or appointment scheduling processes and software.
* Experience with graphic design software (e.g. Adobe Creative Suite, Photoshop, Illustrator or other graphic design tools).
* Experience managing or maintaining Social Media platforms and/or Websites.
* Multi-lingual
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| **Physical and mental requirements:** Complete the physical and mental demands on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Mobility around the LCC campus is a normal part of the position’s functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.  |
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| Go to the ADA Checklist |

| **work environment:** Complete the work environment characteristic on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.  |
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| Go to the ADA Checklist |

# SIGNATURES

**Supervisor’s Name:** TeAnna Taphouse **Supervisor’s Signature:** \_\_\_\_\_**Date:** 8/26/2024

**Director/ELT’s Name:** Cindy Storie **Director/ELT’s Signature:** \_\_\_\_\_ **Date:** 8/26/2024

**HR Rep:** Sydney Glasscoe **HR Rep Signature:** \_\_\_\_\_\_ **Date:** \_8/26/2024\_\_\_\_

**ADA COMPLIANCE JOB DESCRIPTION CHECKLIST** (*The immediate supervisor is responsible for completion of this form. Fill in more information as need that apply to the essential job duties for the attached job description.)*

**Position #:** TFS036 TFS037 **Date:** **8/26/2024 Supervisor’s Position #:** FA9586

## **Materials Used:**

[x]  Computer keyboard, mouse, screen

[x]  Various software

[x]  Telephone, cell phone, mobile device

[x]  Paper and pencil/pen

[x]  Projector or other audiovisual equipment

[x]  Copier, scanner, fax

[ ]  Carpentry equipment

[ ]  Electrical equipment

[ ]  Plumbing equipment

[x]  Other: laptop, printer, and calculator

## **Mental Functions:**

[x]  Comparing (compare/contrast data, people, other data)

[x]  Synthesizing (combine data, concepts, interpretations)

[x]  Computing (math calculations or carrying out formula operations)

[x]  Compiling (gathering, classifying, evaluating data, people, other data)

[x]  Copying (entering, posting, transcribing data)

[x]  Analyzing (examining, testing data, presenting alternatives)

## **Audio/Visual/Aural Functions:**

[x]  Talking (expressing ideas, thoughts, language, conveying details accurately and clearly)

[x]  Hearing (receive details through oral communication, make fine differences in sound with other sound interference)

[x]  Near acuity (at 20 inches or less when accuracy is essential)

[x]  Far acuity (more than 20 inches when day and night/dark conditions are essential)

[x]  Depth perception (3 dimensional vision, judge distances, space)

[x]  Color vision (distinguish colors)

[x]  Field of vision (up/down and right/left)

[ ]  Flavors & odors (distinguish similarities, differences, intensities, qualities using tongue & nose)

## **Movement, Strength, Repetition Functions:**

[ ]  Climbing

[x]  Kneeling

[x]  Reaching

[ ]  Balancing

[ ]  Crouching

[x]  Grasping

[x]  Stooping

[ ]  Crawling

[x]  Picking/Typing/Keyboarding

[ ]  Sedentary (exert up to 10 lbs of force to lift, carry, push, pull, move objects; sit most of time)

[x]  Light (exert up to 20 lbs of force to lift, carry, push, pull, move objects; walk/stand occasionally)

[x]  Medium (exert 21-50 lbs of force, walk/stand frequently)

[ ]  Heavy (exert 51-100 lbs of force, walk/stand routinely)

[ ]  Very Heavy (exert over 100 lbs of force, walk/stand routinely)

## **Environmental Conditions**

[ ]  Weather (rain, snow, wind)

[ ]  Extreme cold (inside, outside)

[ ]  Extreme heat (inside, outside)

[ ]  Confined/restricted spaces

[ ]  Hazards (fumes, odors, dust, toxic chemicals, allergens, poor ventilation)

[ ]  Vibrations

[ ]  Extreme noises