| Date | Position # | Position Title  | Reports To: |
| --- | --- | --- | --- |
| 7/2/2024 | PS9768 | Customer Service Support - LIVCEN | FA9698 |

|  | For HR Use Only |
| --- | --- |
| Division | Department | Pay Table/Level/Grade | soc code | employment code |
| Community Education and Workforce Development | Extension and Lifelong Learning | Support 3 | 43-0000 | 6 - Part Time |

# Status: Please select the appropriate boxes that apply.

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

| **Individual Position:** [ ]  | **Full-Time (40 hrs/wk):** [ ]  | **Part-Time:** [x] Up to 28 Hrs/Week | **Pooled Position:** [x]  | 2  **# 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. |
| --- |
| Provide excellent customer service and maintain a welcoming learning environment for the public, students, faculty, and staff at the Livingston County Center in Howell. Provide general clerical support for the extension center and associated programs. Assist students and prospective students with student services. Maintain building safety, order, and security. Assist faculty with classroom equipment and class preparation. Assist with the hiring and training of student employees.Must be available to work weekday morning, afternoon and/or evening shifts on a regular basis. Work schedule may fluctuate semester to semester and on semester breaks. May be needed to work at other campus locations on an as-needed basis (department meetings, trainings, and staff events). |

| **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.  |
| --- |

| **%** | **NO.** | **Essential Duties and Responsibilities** |
| --- | --- | --- |
| 35% | 1 | Provide general clerical support for the extension center and associated programs. Answer phones, copy materials, file documents, process mail, stock and organize office supplies, submit work requests, prepare signs and flyers, and maintain department records. Provide students and the public with class and procedural information. |
| 30% | 2 | Assist students and prospective students with student services. Assist new and transfer students with admissions applications. Proctor online, in-house, and placement testing and assist in interpreting assessment results. Assist individuals with self-service class registration and subsequent drops and adds. Help students update and obtain student records. |
| 20% | 3 | Maintain building safety, order, and security. Assist in emergency situations to promote safe and efficient sheltering or evacuation. Participate in all safety drills. Clean and straighten classrooms, whiteboards, and commons areas. Stock and organize literature racks. Report building and equipment problems and follow up on resolution. Process room reservation and equipment requests. Secure extension center building and equipment to prevent damage and theft. Follow extension center operational procedures. |
| 10% | 4 | Assist faculty with classroom equipment and class preparation. Train and assist faculty in operating office equipment. Copy class handouts and tests. Set up rooms to instructor specifications. Bring instructional equipment to classrooms and trouble-shoot equipment problems. |
| 5% | 5 | Assist with the hiring and training of student employees. Provide indirect supervision and delegation of work tasks as needed. Ensure that student employees are aware of and follow all department and building operational procedures. |

| **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: *Technical, specialized, disciplinary, industry-specific and/or operational knowledge or understanding required for the job.** General knowledge and proficiency in the use of computer software used at the college, including Windows, MS Word, MS Excel, MS PowerPoint, MS Outlook, Banner student system, Accuplacer, Calendly, Google Docs, 5 Star Service Center work requests, and 25 Live room scheduler
* General knowledge and proficiency in the use of printers, copiers, scanners, fax machines, multi-line phone system, and audio-visual equipment
* General knowledge of college policies and procedures
* General knowledge of confidentiality issues and FERPA compliance
* Extensive knowledge of LCC admissions policy and registration procedures

Communication/Influence: *Requirements for listening, verbal communication and/or written communication with others, and/or for educating, training, persuading, serving and/or otherwise influencing “customers”.** Ability to work effectively with a diverse community
* Ability to communicate clearly and concisely orally and in writing
* Ability to design and produce effective flyers, brochures, and signs
* Ability to work with students, the public, and college employees in a courteous and collaborative manner
* Ability to tactfully resolve conflicts in mutually beneficial ways

PROBLEM SOLVING: *Thinking required by the job for evaluating, analyzing, creating, and reaching conclusions and the need to identify obstacles and develop applicable solutions.** Ability to organize logically and attend to details accurately
* Ability to critically analyze a situation and respond appropriately
* Ability to learn new systems and processes quickly

*LEADERSHIP: Required ability to manage people, department(s), and /or operations and/or provide guidance/counsel to others.** Ability to independently follow through on tasks and complete them in a timely manner
* Ability to train new employees and guide and direct student employees
* Willingness to look for ways to improve processes and one’s own performance

CUSTOMER SERVICE: *Can effectively communicate and assist customers who need assistance.* * Ability to provide and model excellent customer service
* Ability to respond to customer requests/complaints/concerns appropriately and in a timely manner
* Ability to work with a diverse and sometimes “at risk” student population

Other: *Other applicable skills and abilities not mentioned above.** Ability to push/pull 100 lbs. and lift 30 lbs. (e.g., wheeled computer carts, tables, copy paper boxes, etc.)
* Skill to efficiently and accurately type, proofread, edit, and file
* Willingness to follow college policies, office procedures, federal privacy laws, and security protocols
* Willingness to keep current on all college and department training
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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.  |
| --- |
| **Required*** Associate degree or equivalent education and/or experience
* Experience in direct customer service
* Demonstrated written communication skills

**Preferred*** Experience in an academic setting preferred
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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.  |
| --- |
| 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.  |
| --- |
| Go to the ADA Checklist |

# SIGNATURES

**Supervisor’s Name:** Blake Williams **Supervisor’s Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_6-25-24\_\_\_\_

**Dean/ELT’s Name:** Baldomero ‘Bo’ Garcia **Dean/ELT’s Signature:** \_\_\_\_\_\_\_\_\_\_ **Date:**  6-27-24 \_

**HR Rep:** Sydney Glasscoe **HR Rep Signature:** \_\_\_\_\_\_\_\_\_ **Date:** \_\_7/2/2024

**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 #:** PS9768 **Date:** **7/2/2024 Supervisor’s Position #:** FA9698

## **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

[ ]  Other: Click or tap here to enter text.

## **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)

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

[ ]  Color vision (distinguish colors)

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

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

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

[x]  Climbing

[x]  Kneeling

[x]  Reaching

[x]  Balancing

[x]  Crouching

[x]  Grasping

[x]  Stooping

[x]  Crawling

[x]  Picking/Typing/Keyboarding

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

[ ]  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