



Staff Job Description

DATE	POSITION #	POSITION TITLE
5/13/2019	FS9729	Customer Relations Specialist

DIVISION	DEPARTMENT	PAY TABLE/LEVEL/GRADE	REPORTS TO:
Student Affairs	StarZone	Full-Time Professional Support 5	FA9623

STATUS: Please select the appropriate boxes that apply.

Regular/Continuing: <input checked="" type="checkbox"/>	Bargaining Unit: ESP	Non-Bargaining: <input type="checkbox"/>	Provisional/Grant Funded: <input type="checkbox"/>	Temporary/Limited Duration: <input type="checkbox"/>
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Individual Position: <input checked="" type="checkbox"/>	Full-Time (40 hrs/wk): <input checked="" type="checkbox"/>	Part-Time: <input type="checkbox"/> ____ Hrs/Week	Pooled Position: <input type="checkbox"/>	Type here # of Employees if this position is pooled.
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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.

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 StarZone by utilizing independent and analytical decision making skills. Access, interpret, and apply federal, state, and college requirements to inform and instruct students in student processes including admissions, registration, financial aid, student finance, assessment, and other campus resources . Ability to work both independently and collaboratively to resolve complicated and unique issues/situations in a timely manner. Demonstrate strong oral and written communication skills in a friendly manner while working with complex and confidential information.

DIRECT REPORTS: If this is a supervisory position (authority to hire, assign, discipline, approve timesheets), list position #s of those supervised).

N/A

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 grant fund expenditures to balance monthly budget). “Other duties, as assigned,” are implicit in all position descriptions.

%	NO.	Essential Duties and Responsibilities
30	1	Provide consistent delivery of quality service to inform and instruct students in student processes including admissions, registration, financial aid, student finance, assessment and other campus resources.
25	2	Use independent judgement to answer and resolve complex questions in person, over the phone, through email, and social media. Interact with internal and external constituents regarding Student Affairs and other college functions. Accesses, interprets, and applies federal, state, and institutional requirements while maintaining student confidentiality and professionalism.
15	3	Evaluate, troubleshoot, and document technical and procedural barriers related to student processes including admissions, registration, financial aid, student finance, and assessment. Recommend changes to operational processes to promote a seamless student experience.
10	4	Provide guidance through student processes in order to support student success by educating students on how to access information using College, educational, and other resources.
5	5	Complete assigned duties, responsibilities and tasks in a timely manner while maintaining a high degree of professionalism, confidentiality, integrity and ethics.
5	6	Participate in and collaborate with various teams and activities for the department, division, and/or college. 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: Technical, specialized, disciplinary, industry-specific and/or operational knowledge or understanding required in your job

- Knowledge of federal and state regulations
- Knowledge of College strategic initiatives, policies, procedures, resources, and support systems
- Knowledge of customer service best practices
- Experience with integrated computer software systems (preferred: Banner applications, Desire2Learn, Argos), appointment scheduling system, and Microsoft Office Products

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”.

- Perceptive, active listener - analyze customer’s 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

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 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

Leadership: Required ability to manage people, department(s) and/or operations and/or provide guidance/counsel to others.

- Manage requests and workload in a fast paced environment.
- Operate as a flexible and supportive team member to build a cohesive and seamlessly efficient student experience.



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- Possess strong resolution and organizational skills to exceed internal and external customer expectations.

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 required.
- Demonstrated work experience in customer service required.

Preferred

- Bi-lingual preferred.
- 1-3 years of experience with diverse populations preferred.
- 1-2 years of experience working in higher educational setting preferred.

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: Andrea Childress Supervisor’s Signature: Andrea Childress Date: 5/13/19

Dean/ELT’s Name: Ronda Miller Dean/ELT’s Signature: Ronda Miller Date: 5/13/19

HR Rep: Sydney Glasscoe HR Rep Signature: Sydney Glasscoe Date: 5/14/19

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 #: FS9729

Date: 5/13/2019

Supervisor's Position #: FA9623

Materials Used:

- Computer keyboard, mouse, screen
- Various software
- Telephone, cell phone, mobile device
- Paper and pencil/pen
- Projector or other audiovisual equipment
- Copier, scanner, fax
- Carpentry equipment
- Electrical equipment
- Plumbing equipment
- Other: [Click or tap here to enter text.](#)

Mental Functions:

- Comparing (compare/contrast data, people, other data)
- Synthesizing (combine data, concepts, interpretations)
- Computing (math calculations or carrying out formula operations)
- Compiling (gathering, classifying, evaluating data, people, other data)
- Copying (entering, posting, transcribing data)
- Analyzing (examining, testing data, presenting alternatives)

Audio/Visual/Aural Functions:

- Talking (expressing ideas, thoughts, language, conveying details accurately and clearly)
- Hearing (receive details through oral communication, make fine differences in sound with other sound interference)
- Near acuity (at 20 inches or less when accuracy is essential)
- 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)



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

Movement, Strength, Repetition Functions:

- Climbing
- Kneeling
- Reaching
- Balancing
- Crouching
- Grasping
- Stooping
- Crawling
- 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)
- 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