Vacancy Announcement
Part Time Hourly

Customer Service Specialist 1 #102A – Open Learning Center (OLC)

Cascadia Community College has earned a national reputation for excellence, with an integrated learning model and more than 70% of its students moving on to four-year programs. Co-located on a campus with the University of Washington Bothell, approximately 18 miles northeast of Seattle, Cascadia is currently seeking an innovative, collaborative, and dynamic individual for the position of Part Time Hourly Customer Service Specialist 1 - OLC.

The successful applicant will have the following qualifications:

Minimum Qualifications:
- High School diploma or GED.
- One year of successful experience assisting people in a customer service environment.
- Experience with Microsoft Windows 7 and Microsoft Office 2010.

Preferred Qualification(s):
- Understanding of media systems (i.e. projectors, camcorders, digital video).
- One year of experience assisting people in a technologically related customer service environment.
- Experience with Apple Mac OS 10.x and Apple audio and video production applications.
- Ability to work independently with minimal supervision.
- Demonstrated commitment to pluralism and the ability to support a diverse workplace and educational environment.

The work schedule may vary according to department needs but is currently slated to be Monday through Wednesday from 4:30 pm – 8:30 pm and Saturday from 11:30 am – 3:30 pm.

Applicants must submit the following for a complete application:
- Cascadia Community College application form (click here)
- Cover letter (no more than two pages that explain how the candidate’s experiences and qualifications demonstrate the minimum, preferred qualifications and characteristics of the job description)
- Resume
- Federal & State Reporting Form (optional)

For priority consideration, complete applications must be received by the priority date of April 22nd, 2013 by Noon.

Application submissions should be sent to applicant@cascadia.edu. Please type in the subject line of your email “OLC”.

Faxed, mailed, and delivered applications to Human Resources will not be accepted. Application materials become the property of Cascadia Community College. For questions related to this position, please email applicant@cascadia.edu.

Corrected or extended notices for this recruitment will be posted on the College’s web site www.cascadia.edu/employment.

Cascadia Community College is committed to creating and supporting a diverse faculty, staff and student population. Individual differences are celebrated in a pluralistic community of learners. Cascadia does not discriminate on the basis of race, color, religion, sex/gender, sexual orientation, national origin, citizenship status, age, marital or veteran status, or the presence of any sensory, mental or physical disability, or genetic information, and is prohibited from discrimination in such a manner by college policy and state and federal law. Persons with disabilities needing assistance in the application process may make request to the Human Resources Director by calling (425) 352-8880.

In recognition of the Jeanne Clery Act, information on our campus safety can be found at www.uwb.edu/safety
Customer Service Specialist 1 #102A - OLC

<table>
<thead>
<tr>
<th>Full or Part-Time:</th>
<th>Part-time (16 hours/week)</th>
<th>Salary:</th>
<th>$12.71 /hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>FLSA Status:</td>
<td>Overtime Eligible</td>
<td>Supervising Position:</td>
<td>Technology Support Manager (ITS3)</td>
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<tr>
<td>Duration:</td>
<td>12 months annually</td>
<td>Union Representation:</td>
<td>Non Represented</td>
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</tbody>
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**Position Summary:** Include a brief one paragraph summary of why the position exists.

The purpose of this position is to provide college students, faculty and staff access to services provided by the campus’ Open Learning Center (OLC) and Break Out Computer areas. Under the general direction of the Technology Support Manager, this position provides basic software technology support services for students and employees by listening attentively, identifying issues, providing options and fulfilling services within Cascadia Community College’s Policies and Open Learning Center procedures.

**Essential Duties and Responsibilities:** The following have been identified as essential functions of the position. Essential functions are those tasks or functions of a particular position that are fundamental to the position.

### Provide Technical Assistance/Customer Service to students and OLC visitors with OLC technologies

- Including but not limited to: Student account creation, ID card printing, check-out laptops, camcorders, digital audio recorders, scanning, printing, Microsoft Office Suite, basic video editing (Windows and Mac based)
- Check-out, receive and inventory college owned equipment for student and/or employee use.
- Provide excellent customer service by demonstrating empathy, listening attentively to questions and concerns, responding professionally to hostility, communicating clearly with native and non-native speakers, and exercising professionalism and discretion in all communications and actions
- Assist with answering phones, emails, and questions from OLC customers in an accurate manner, providing clear explanations of complex and technical information.
- Monitor activities of students and staff in the Open Learning Center and Breakout areas.
- Report related problems to the Open Learning Center Coordinator or Technology Support Manager.

**Maintain open computing environments**

- Ensure OLC, Break Outs, and Classroom computer areas are clean and functional
- Ensure OLC and Break Out areas have appropriate supplies – paper, staples, toner, etc.
- Monitor computers and computer peripherals and report problems to Helpdesk and/or Public Safety.

**Frequency**

- Daily 80%
- Daily 20%
Education and Experience:

Minimum Qualifications:
- High School diploma or equivalent
- One year of experience assisting people in a customer service environment.
- Experience with Microsoft Windows 7 and Microsoft Office 2010.

Preferred Qualification(s):
- Understanding of media systems (i.e. projectors, camcorders, digital video).
- One year of experience assisting people in a technologically related customer service environment.
- Experience with Apple Mac OS 10.x and Apple audio and video production applications.
- Ability to work independently with minimal supervision.
- Demonstrated commitment to pluralism and the ability to support a diverse workplace and educational environment.

Required Knowledge, Skills and Abilities:

Knowledge, Skills, and Abilities:

Knowledge, Abilities and Technical Skills (Minimum Competencies)
- Demonstrated proficiency with Microsoft Windows 7 and Microsoft Office 2010.
- Demonstrated ability to communicate effectively in oral and written form.
- Ability to communicate effectively in oral and written form.

Job Developed Skills (Advanced Competencies)
- Proficiency with the college’s media systems such as projectors, camcorders or digital video.
- Proficiency with the college’s Apple based video production stations.
- Proficiency with the college’s ID card system.
- Proficiency with the tools used to manage student network accounts.
- Understanding of Cascadia’s ethical conduct policies and federal FERPA policies.
- Familiarity with the student-accessed applications on the network which include but are not limited to: Photoshop, web development tools, multiple web browsers and programming tools.

Traits and Characteristics (Behavioral Competencies)
- Maintains strong customer relationships by being highly responsive, non-judgmental and supportive.
- Adapts readily to new challenges, processes and job responsibilities.
- Able to operate effectively in a team, offering accountability and responsibility.
- Displays independent thinking, takes the initiative and is candid in discussing issues with both team members and supervisors.
- Possesses strong analytic and problem solving capabilities.
- Displays integrity by not abusing the right to access individual or institutional information conferred upon them by virtue of their role as technical support staff.
- Commitment to pluralism and the ability to support a diverse workplace and educational environment.

Physical Work Environment:

Sedentary Work: Position in this class typically require: keyboarding, talking, hearing, seeing, and repetitive motions. Work is performed at the Cascadia Community College campus and in a variety of local settings.

Exerting between 10-30 pounds of force occasionally and/or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects, including the human body.
Condition of Employment:

Cascadia Community College maintains a drug free work and learning environment and prohibits smoking in all college buildings and state-owned vehicles. Cascadia Community College employees must be able to successfully work in and promote a multicultural and diverse work and educational environment.

Temporary hourly employees are exempt from civil service rules and regulations. Employees who work for the college on an as-needed basis and are paid an hourly wage for work performed in specific assignments. These positions are typically not eligible for benefits. This is a part-time, temporary position scheduled to work not more than 16 hours a week.

NOTE:

The above position description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Employee

Date

Supervisor

Date