



## Internal Promotional Opening Customer Service Specialist 3

C00141

**WHY WORK AT SPSCC?**

South Puget Sound Community College embraces the diversity of our changing community and strives to reflect that diversity in our staff, faculty and student body. We cultivate an inclusive environment on campus while ensuring respect for all. Candidates representing all aspects of diversity are encouraged to apply.

**MISSION AND VISION**

South Puget Sound Community College's mission is to support student success in postsecondary academic transfer and workforce education that responds to the needs of the South Sound region. South Puget Sound Community College supports student success and builds prosperity by collaborating with leaders in industry, education, and our community to offer innovative, accessible, and affordable learning experiences. We employ devoted people who mirror the diversity of our community and contribute to an inclusive, welcoming environment. By investing in the creativity of our staff and faculty, we construct clear and compelling pathways that lead our students to successful outcomes on their educational journeys. We are fiscally strong and our mindful use of technology embedded in purposeful instruction helps students persist and achieve their academic goals. Our graduating class reflects the community we serve, and our students successfully transition from higher learning into the leaders and innovators of tomorrow.

**SPSCC OFFERS**

A generous benefit package including medical, dental, vision,

**Position type:**

Full-time Classified, 40 hours per week, overtime eligible permanent position.

**Salary:**

\$2,778.00 - \$3,612.00/month; Range 39

**Opens:**

December 1, 2017

**Closes:**

December 14, 2017

**Location:**

[SPSCC Lacey Campus, WA](#)

*This recruitment is open to all part-time hourly, non-permanent and permanent South Puget Sound Community College Classified employees whose knowledge, skills, and abilities meet the minimum qualifications for the position as stated below.*

South Puget Sound Community College seeks a highly enthusiastic, motivated, and qualified individual for the position of Customer Service Specialist 3 at the SPSCC Lacey Campus. The Customer Service Specialist 3 reports to the Director of Student Services and is responsible for providing all enrollment related services to students at the Lacey Campus using the One Stop Student Services model. The One Stop customer service model combines the functions of admissions, enrollment, cashiering and financial aid at one location.

The hours of this position are Monday to Wednesday 9:30am to 6:30pm and Thursday to Friday 8am to 5pm. During certain times of the quarter, alternative hours will be necessary.

**KEY RESPONSIBILITIES**

- Advise students, staff and the public with information and interpretation of college policies and activities related to enrolling at the college including residency information, guidelines, and status of applications.
- Use independent judgment and knowledge of processes, regulations and policies to resolve problems to inform, educate, and assist students.
- Respond to inquiries via phone, fax, e-mail and at the front counter about Enrollment Services, Advising, Registration, Financial Aid, Cashiering and special enrollment/aid programs.
- Direct customers to appropriate staff and departments within the college and schedule appointments with appropriate staff when necessary.
- Receive cash, checks, and credit cards and process student payment for credit and non-credit tuition, fees, testing and outstanding balances affecting enrollment.
- Process student payment for tuition, fees, testing, and other outstanding account balances affecting enrollment.

life insurance, long-term disability, retirement, and optional deferred compensation programs. The position is eligible to participate in the Department of Retirement Systems (DRS) retirement plan. Employees have the option to participate in two tax-deferred retirement investment programs. For health benefit information go to Washington Health Care Authority

#### **COMPENSATION**

Your paycheck is just part of your total compensation package, with an employee benefits package worth about 30% of your salary.

#### **VACATION AND SICK LEAVE**

Annual leave includes vacation, 11 paid holidays, and 12 days of sick leave. Additional leave may fluctuate as a result of the WFSE union bargaining agreement

#### **EQUAL OPPORTUNITY EMPLOYER**

South Puget Sound Community College (SPSCC) is an equal opportunity/Affirmative Action employer and welcomes all qualified applicants. We strive to create a working environment that includes and respects cultural, racial, ethnic, sexual orientations and gender identity diversity. Women, racial and ethnic minorities, persons with disabilities, persons over 40 years of age, disabled and Vietnam era veterans and people of all sexual orientations and gender identities or any other legal protected status are encouraged to apply. SPSCC complies with the Americans with Disabilities Act. South Puget Sound Community College is a drug-free workplace. South Puget Sound Community College employs only U.S. citizens and aliens authorized to work in the United States. New employees must provide proof of identity and employment eligibility.

#### **CONDITIONS OF EMPLOYMENT**

- Assist in the training of part-time and back-up staff members on enrollment, advising, financial aid, and cashiering policies, practices and information for the One Stop at the Lacey Campus.
- Process transactions for admissions and registration, including admissions applications and registration forms online and in-person, routing forms to the Mottman Campus as necessary.
- Receive completed enrollment and financial aid forms, check for accuracy, and route to appropriate staff on Mottman Campus according to the workflow.
- Instruct and demonstrate to customers the use of the college website and Campus CE, for all online functions and general information.
- Assist customers in using and understanding credit and non-credit class catalog and class schedules.
- Utilize desktop publishing, spreadsheet, and word processing software to create new documents, forms, etc.
- Establish and maintain records and files, record statistical information, access data in the student management database as necessary, and dispose of files as per state and college records retention requirements.
- Interpret and ensure confidentiality of customer information following federal FERPA and financial aid guidelines and college regulations
- Communicate the financial aid application, the awarding process, payment plan, enrollment/cashier holds, and credit and non-credit tuition and fees to students, faculty, staff, and the public when necessary.
- Independently check financial aid files status and assist students appropriately when a file reviewer has requested additional information.
- Document image materials received for student educational and financial aid records.
- Use the Student Management System, Financial Aid Management and Cashiering computer systems to retrieve, enter, and query student information.
- Work with the Director of Student Services to develop efficient admissions, enrollment, and registration processes, communication plans, and services for students at the Lacey Campus.

#### **DESIRABLE QUALIFICATIONS**

- An Associate's Degree AND three years of experience assisting customers regarding inquiries, complaints, and problems OR a Bachelor's degree AND one year of experience assisting customers in the above capacity OR equivalent experience.
- Strong organizational skills, ability to work independently and prioritize multiple tasks, work under pressure, meet deadlines and accommodate numerous interruptions while performing multiple tasks.
- Experience as a customer service representative.
- Strong aptitude for attention to detail and accuracy of information.
- Excellent written and verbal communication skills, the ability to work well with others, and function as a team member.
- Ability to work in a fast paced, student-centered environment, with multiple competing priorities.

This position is in a union bargaining unit. As a condition of employment, you must, within 30 days after appointment (1) become a member of the Washington Federation of State Employees, or (2) pay a representation fee, or (3) pay a non-association fee. Nonpayment of such fee is grounds for dismissal. Any dispute between the employee and the employee organization as to the amount of the representation fee can be resolved only under the procedures provided by the employee organization, not the employer.

**Physical Work Environment:**

This position will work primarily in an office environment and requires manual dexterity, mobility and a moderate amount of physical effort. The ability to work under pressure, meet deadlines and accommodate numerous interruptions while performing multiple tasks is essential. Heavy phone and computer use. Must be able to use the phone and computer for prolonged periods. Bending, sitting, standing are a daily part of this position. This position may require moving boxes or equipment weighing up to 30 pounds.

- Experience with Student Management System (SMS).
- Advanced knowledge of computers and software applications, specifically MS Office suite (Word, Outlook, Excel).
- Ability to exercise good judgment in evaluating situations, solving problems and making decisions.
- Actively contributes to a work environment that embraces diversity and uses diverse perspectives to enhance the attainment of organizational goals.

**HOW TO APPLY**

Interested candidates may apply by submitting the following items:

1. [Completed SPSCC Employment Application](#)
2. Letter of application that specifically addresses your ability to perform the responsibilities and competencies described in this announcement **and** a statement of how you would contribute to the diversity of this campus.
3. Resume of all educational and professional experience that demonstrates how you meet the minimum and any preferred qualifications

**Send application materials via one of the delivery methods below- email is preferred:**

E-mail: [jobline@spscc.edu](mailto:jobline@spscc.edu) Fax: (360) 596-5706

Mail: Human Resource Office  
South Puget Sound Community College  
2011 Mottman Road SW  
Olympia, WA 98512