

TEMPORARY Call Center Support Assistant
State Center Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=238419>

Downloaded On: Jul. 17, 2024 6:18pm

Posted Jul. 1, 2024, set to expire Jul. 22, 2024

Job Title	TEMPORARY Call Center Support Assistant
Department	
Institution	State Center Community College District Fresno, California
Date Posted	Jul. 1, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified Staff Part-Time/Temporary Staff
Academic Field(s)	Information Technology
Apply Online Here	https://apptrkr.com/5369929
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Job Description	

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TEMPORARY Call Center Support Assistant

Salary: \$24.82 - \$30.52 Hourly

Location: SCCCD District Office - Fresno, CA

Job Type: Temporary

Division: DO Educational Services & Institutional Effectiveness

Job Number: 202400081-T

Closing:

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General Purpose

Under general supervision, provides initial point of contact to students and alumni to assist with access to and proper use of District technology platforms and provide information on a wide variety of student services questions; and performs related duties as assigned.

Essential Duties & Responsibilities

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Provides initial point of contact support to students and alumni regarding District computer systems, including Self-Service, Canvas and email and student support services including admission, registration, accessing records, requesting transcripts and other services.
2. Troubleshoots issues involving class registration, system log ins, records access and access to course materials; notifies proper personnel when websites, programs or systems are down or not working properly.
3. Utilizes call management system to log incoming calls and document issue resolution or escalation.
4. Provides answers to general queries regarding District programs, policies, procedures or regulations and/or directs the person to the appropriate resource.
5. Updates student records as needed for utilization of District-wide technology platforms.
6. Demonstrates sensitivity to and understanding of historically minoritized groups and participates in professional development activities to increase cultural competency to enhance equity-minded practices within the District.

OTHER DUTIES

1. Provide extended hours support in times of high demand such as registration, beginning of a term, or during system upgrades and new implementations.
2. Performs related duties as assigned.

Employment Standards / Minimum Qualifications

KNOWLEDGE, SKILLS AND ABILITIES

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Knowledge of:

1. Operations and functions of an on-line general information and technology help desk, including help desk software uses and functionalities.
2. Computer and web-based systems including Self-Service, Canvas and standard business software, as well as District websites and specialized systems.
3. Methods, practices and techniques for troubleshooting and determining the causes of system and computer software.
4. Various computer maintenance processes such as defragmenting, virus checking and updating browser software.
5. Principles and practices of customer service.
6. The Family Educational Rights and Privacy Act and other District, state and federal laws, rules, regulations and policies governing student admissions and records and other areas of responsibility.
7. Practices of sound business communications; correct English usage, spelling, grammar and punctuation.

Skills and Abilities to:

1. Obtain accurate and complete information from customers to identify their needs and problems and develop responses and solutions.
2. Organize, set priorities and exercise sound, independent judgment within area of assigned responsibility.
3. Research, troubleshoot and resolve software and network connectivity malfunctions and failures.
4. Analyze problems, evaluate alternatives and make sound recommendations.
5. Maintain up-to-date technical support skills.
6. Provide strong and clear verbal and written communication, customer service and interpersonal skills.
7. Respond calmly, efficiently and creatively to last-minute and emergency needs/malfunctions calls from faculty, staff and administrators.
8. Prepare clear, concise and comprehensive documentation, reports and other written materials.
9. Effectively engage and support historically minoritized groups by addressing issues of equity and improving culturally responsive service-oriented practices.
10. Communicate effectively, orally and in writing.
11. Exercise tact and diplomacy in dealing with sensitive and difficult issues and situations.
12. Understand and follow written and oral instructions.
13. Operate a computer, standard business software and specialized call center software.
14. Establish and maintain effective working relationships with all those encountered in the course of



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work.

EDUCATION AND EXPERIENCE

Graduation from high school or GED equivalent and at least one year of responsible experience in information technology help desk or call center support services; or an equivalent combination of training and experience.

LICENSES, CERTIFICATES AND OTHER REQUIREMENTS

None.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, employees are regularly required to sit; talk and hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; and reach with hands and arms. Employees are frequently required to walk and stand, and to lift up to 10 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks; work with frequent interruptions; work under intensive deadlines; and interact with District managers, staff, the public and others encountered in the course of work.

WORKING ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work in a call center environment subject to a high volume of calls and where the noise level is moderate.



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The employee may be required to travel to locations other than assigned work site and to adjust to work schedule changes and requirements to work overtime.

Assessment Process

Only the most qualified applicants will be invited to interview for the assignment.

To apply, visit <https://www.schooljobs.com/careers/scccd/jobs/4500855/temporary-call-center-support-assistant>

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

N/A

State Center Community College District

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