

Assistant, Career & Transfer Center
Austin Community College

Direct Link: <https://www.AcademicKeys.com/r?job=244637>

Downloaded On: Sep. 13, 2024 4:21pm

Posted Sep. 11, 2024, set to expire Nov. 29, 2024

Job Title	Assistant, Career & Transfer Center
Department	Career and Transfer Center
Institution	Austin Community College Austin, Texas
Date Posted	Sep. 11, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Administrative Support/Services Student Services
Apply Online Here	https://apptrkr.com/5601841
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Job Description	

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Assistant, Career & Transfer Center

Austin Community College

Job Posting Closing Times: Job postings are removed from advertising at **12:00 A.M.** on the closing date e.g., at midnight on the day before the closing date.

[If you are a current Austin Community College employee, please click this link to apply through your Workday account](#)

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Austin Community College is a public two-year institution that serves a multicultural population of approximately 41,000 credit students each Fall and Spring semester. We embrace our identity as a community college, as reflected in our mission statement. We promote student success and community development by providing affordable access, through traditional and distance learning modes, to higher education and workforce training, including appropriate applied baccalaureate degrees, in our service area.

As a community college committed to our mission, we seek to recruit and retain a workforce that:

- Values intellectual curiosity and innovative teaching
- Is attracted by the college's mission to promote equitable access to educational opportunities
- Cares about student success and collaborates on strategies to facilitate success for populations including; first generation college students, low-income students, and students from underserved communities.
- Focused on student academic achievement and postgraduate outcomes
- Welcomes difference and models respectful interaction with others
- Engages with the community both within and outside of ACC

Job Posting Title:

Assistant, Career & Transfer Center

Job Description Summary:

To provide an exceptional customer service experience for visitors to ACC Career & Transfer Centers.

Job Description:

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

- Maintain accurate working knowledge of all career and transfer related services and events in order to effectively respond orally and in writing to inquiries from students, internal colleagues, employers, universities, and the general public. Facilitate meaningful engagement by informing students and visitors of available services and connecting them with appropriate resources. Provide outstanding customer service to all center visitors.

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- Serve as the onsite or virtual staff member supporting use of equipment and technology for events and guests utilizing Center services. Monitor functioning and troubleshoot student computers, TV monitors, software, and A/V equipment and submit technical support tickets as needed to maintain correctly operational equipment.
- Oversee student, employers, and university representative check-in and ensure the Center environment is equipped and conducive daily for the smooth execution of intended activities.
- Make appropriate referrals for specific career and transfer related services, schedule appointments, and assist with center operations and workflow as needed. Manage and respond to inquiries (phone, email, other digital contact), process incoming mail and supplies, handle duplication needs for Center staff and visitors, and compile information materials and packets.
- Responsible for accurate data collection and record keeping of career and transfer activities and Center operations. Create forms, spreadsheets, collect and enter data, maintain files/records containing potentially confidential information.
- Help with preparation, hosting, and publicizing of in-person, hybrid, and virtual events. Create and distribute promotional materials. Make facility reservations and/or online/digital arrangements. Secure special equipment. Address food arrangements, event set up and clean up, transportation, parking, security arrangements, technical support, staffing, cost estimates, and other actions necessary for successfully hosting events.
- Maintain calendars, bulletin boards, brochure racks, electronic signage, and other information dissemination methods associated with career and transfer services.
- Ensure sufficient inventory and supplies are maintained for Center operations.
- May be assigned special projects or other duties as needed to support daily Career & Transfer Center operations.

Knowledge

- Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.
- Customer service techniques and practices.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Ability to quickly assess need, learn and synthesize information, and effectively formulate and

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articulate results.

- Effective interpersonal and communications skills.
- Effective organizational and planning skills.
- Maintain confidentiality of work-related information and materials.
- Establish and maintain effective working relationships and rapport with the public, students, colleagues, and members of diverse communities, cultures, and backgrounds.
- Maintaining an established work schedule.

Technology Skills

- Use a variety of spreadsheet, word processing, database, and presentation software.
- Ability to help troubleshoot software, student computers, TV monitors, and A/V equipment.
- May also use social media, work with desktop publishing, and update web pages.

Required Work Experience

- One year related work experience.

Required Education

- Associate degree.
- Four years of related work experience may substitute for this education requirement. Applicants who substitute work experience to meet the education requirement must use additional related work experience to meet the years of "Required Work Experience" for this position. Please note that the college reserves the right to amend these terms of substitution at any time.

Physical Requirements

- Work is performed in a standard office environment.
- Subject to standing, walking, sitting, bending, reaching, pushing, and pulling.
- Occasional lifting of objects up to 10 pounds.
- Safety
- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.



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Disclaimer

The above description is an overview of the job. It is not intended to be an all-inclusive list of duties and responsibilities of the job, nor is it intended to be an all-inclusive list of the skills and abilities required to do the job. Duties and responsibilities may change with business needs. ACC reserves the right to add, change, amend, or delete portions of this job description at any time, with or without notice. Employees may be required to perform other duties as requested, directed, or assigned. In addition, reasonable accommodations may be made by ACC as its discretion to enable individuals with disabilities to perform the essential functions.

Salary Range

\$23,920 - \$24,723

Number of Openings:

1

Job Posting Close Date:

September 18, 2024

Clery Act

As required by the US Department of Education, employees are required to report violations under Title IX and, under the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act (Clery Act), select individuals are required to report crimes. If this position is identified as a Campus Security Authority (Clery Act), you will be notified, trained, and provided resources for reporting.

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To apply, please visit: https://austincc.wd1.myworkdayjobs.com/en-US/External/job/Highland-Campus/Assistant--Career---Transfer-Center_R-6535

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Contact Information

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

Contact

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Austin Community College

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