

**Sasquatch One Stop Specialist - Customer Service
Specialist 2
Community Colleges of Spokane**

Direct Link: <https://www.AcademicKeys.com/r?job=263282>

Downloaded On: Oct. 2, 2025 2:07am

Posted Oct. 1, 2025, set to expire Oct. 13, 2025

Job Title	Sasquatch One Stop Specialist - Customer Service Specialist 2
Department	Staff
Institution	Community Colleges of Spokane Spokane, Washington
Date Posted	Oct. 1, 2025
Application Deadline	10/13/2025
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Student Services
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Job Description

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Sasquatch One Stop Specialist - Customer Service Specialist 2

Community Colleges of Spokane

Location:Spokane CC Main Campus Spokane

Department:SCC Student Services

Salary Range: \$3,665 - \$4,882

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Starting salary for this position is: \$3,665 (Monthly)

Employees hired at the entry step of this range receive salary step advancement after six months and every 12 months thereafter. An employee hired at anything higher than the entry step of the range will have salary step advancement after 12 months and every 12 months thereafter until they reach the top of the salary range. Each salary step advancement will be approximately a 5% increase.

About Us

Spokane Community College, part of Spokane Colleges, serves 15,000 students with career technical, liberal arts, and adult education programs in Spokane and surrounding rural communities.

Applications will be accepted until 4:00 p.m. PST on 10/13/2025. The application process will not be available after this time. To ensure consideration make sure your application is completed and submitted as soon as possible. Applications will only be accepted prior to 4:00 p.m. on the closing date.

About the Sasquatch One Stop Specialist - Customer Service Specialist 2

JOB SUMMARY

The Sasquatch One Stop (SOS) is our front-facing student services hub in the Access, Outreach & Dual Enrollment department. This position will provide information regarding admissions, financial aid, registration, student onboarding, transcripts, and other services and resources offered at Spokane Community College (SCC) / Spokane Colleges.

Under general supervision of the Sasquatch One Stop Supervisor, this position will provide assistance and resolve complaints, inquiries and student service problems while maintaining appropriate confidentiality. The SOS Specialist provides hands on help to students regarding SCC services, programs, policies and procedures as well as helps the public and students with completing and accepting forms, registering for classes and issuing student identification (ID) cards. The role is ideal for someone who enjoys working in a fast-paced environment, problem-solving, and living out the mission of Spokane Colleges by successfully navigating the college system.

DUTIES AND RESPONSIBILITIES

- Provide customer service while working with students at the main student service desk. *

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- Respond to and interact with prospective students about admissions, testing requirements, financial aid, registration, transcripts, disability access services and general college/program information and resources to support student success. *
- Provide customer service and serve as the first point of contact for prospective and current students while answering the switchboard, student emails, and Chat Bot. *
- Issue student ID cards and name badges and process forms such as name changes, add/drop requests, and FERPA releases. *
- Maintain knowledge of policies of other departments (Admissions, Registration, Transcripts, Student Success, Testing, Curriculum, etc.) and understand the impact on a student's financial aid eligibility. *
- Answer questions, research and problem solve staff, student and public inquiries and inform students of services available to them. *
- Refer students to advisors, pathway specialists, counseling, veteran services, and workforce specialists as needed.
- Maintain knowledge of federal, state and institutional Academic Progress (AP) policies, ensuring students maintain a proper grade point average (GPA) and number of quarters they have been in attendance. *
- Help students understand placement policies, registration steps, and how to navigate ctcLink. *
- Assist students with financial aid forms (FAFSA/WASFA), scholarship information, award status, and disbursement timelines. *
- Maintain expertise and up-to-date knowledge of federal and state regulations for financial aid programs and react positively to constantly changing federal, state and institutional regulations and guidance. *
- Maintain knowledge of services and resources at SCC/Spokane Colleges to provide students with information and connect prospective and current students with support resources designed to sustain their success. Refer questions to the proper office or person in a courteous and professional manner. *
- Receive documents such as tax returns, W2 forms, citizenship, resident and other parent/student forms. Review documents for completeness and consistency. *
- Attend events for various departments to assist students with admissions, registration and financial aid questions. *
- Remove student holds when authorized. *
- Model professional decorum and mutual respect in all personal interactions. *
- Comply with district policies, procedures and directives, state and federal regulations, orders and statutes and collective bargaining agreements. *
- Support and advance the Spokane Colleges strategic plan, and perform other duties as assigned. *

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** Indicates this is an essential duty.*

COMPETENCIES

- Action Oriented
- Optimizes Work Processes
- Ensures Accountability
- Drives Results
- Collaborates
- Values Differences
- Communicates Effectively
- Instills Trust
- Demonstrates Self-Awareness
- Self-Development
- Nimble Learning
- Situational Adaptability

Learn more about [our competencies](#).

MINIMUM QUALIFICATIONS

- Associate degree. Or an equivalent mix of education and experience that demonstrates the candidate meets all competency requirements for this position.
- At least two years of experience in customer service or student services
- Proficiency in Microsoft Office and willingness to learn college systems.
- Ability to operate office equipment.
- Ability to use a multi-line phone system and possess proper phone etiquette skills.
- Ability to represent SCC in a friendly and courteous manner.
- Excellent communication skills both orally and in writing.
- Ability to work on and pivot between multiple tasks and work in a fast-paced environment.
- Proven ability to work within deadlines.
- Must be able to work as a member of a team.
- Ability to interpret and apply regulations, policies and procedures received from multiple sources.
- Ability to maintain a high level of confidentiality.
- Ability to perform mathematical calculations and/or verify information accurately.
- Strong communication skills and a commitment to student success.

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DESIRED QUALIFICATIONS

- Experience in a higher education environment.
- Experience with student management systems (e.g., PeopleSoft).
- Basic knowledge of financial aid, scholarships, and student account policies.
- Bilingual/biliterate proficiency is not a requirement but is appreciated.

PHYSICAL REQUIREMENTS

- Work is performed in an open office setting with frequent interruptions and background noise.
- Work is sedentary.
- Frequent use of computers.
- Work directly with students/clients.
- Frequent oral and auditory communication with others.

CONDITIONS OF EMPLOYMENT

- Full-time schedule (12 months, 40 hours per week).
- This position is overtime eligible.
- 6-month probationary period.
- May require local or regional travel.
- Criminal background check is required.
- This position is covered under a collective bargaining agreement. Membership is optional.

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Person hired must be able to provide acceptable documentation of U.S. Citizenship or lawful authorization to work in the United States. This is an absolute condition of employment. An offer of employment will not carry with it any responsibility or obligation on the part of the district to sponsor an H1-B visa. In addition, the Spokane Colleges maintain a drug-free work environment and prohibits all smoking in the college buildings and state-owned vehicles. Must be able to successfully work in and promote a multicultural work and education environment.

Prior to a new hire, a background check including criminal record history will be conducted. Information from the background check will not necessarily preclude employment but will be considered in determining the applicant's suitability and competence to perform in the position. Once an applicant is chosen for a position, they are required to complete and submit a declaration regarding sexual misconduct and investigation per state law.

Benefits Information

Medical, dental, life and long term disability insurance benefits are provided as currently administered under Public Employees Benefits Board; WA State Retirement Plan; vacation and sick leave begin to accrue at the rate of one (1) day per month, upon employment. (For positions that are less than full time, leave accruals will be prorated to the percentage of the position.) This position is designated a bargaining unit position and union membership is not a condition of employment. Leave accruals and usage are governed by the WFSE collective bargaining agreement.

[Public Employees Benefits Board](#)

[Additional benefits information](#)

Required Application Materials

To qualify for consideration, applicants must meet required competencies and submit a complete application packet, which includes the following:

- Cover letter - addressing your qualifications relevant to the responsibilities of this position.
- Resume.
- References - the names, addresses, and phone numbers of three professional references.

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For questions regarding a job application or the hiring process, or if you require an accommodation during the application or interview process, please contact HR at CCS.Recruiter@ccs.spokane.edu.

Equal Opportunity Institution

Spokane Colleges provides equal opportunity in education and employment and does not discriminate on the basis of race, color, national origin, citizenship or immigration status, age, perceived or actual physical or mental disability, pregnancy, genetic information, sex, sexual orientation, gender identity, marital status, creed, religion, veteran or military status, or use of a trained guide dog or service animal. This policy is in accordance with state and federal laws including Titles VI and VII of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and the Americans with Disabilities Act of 1990.

Direct all inquiries or grievances regarding access, Title IX, ADA, equal opportunity compliance, and/or grievances to:

Frederick Davis, MA

Chief Human Resources Officer

Spokane Colleges

P.O. Box 6000, MS1004

Spokane, WA. 99217-6000

509-434-5040/ ccs.titleix@ccs.spokane.edu

To apply, please visit: <https://careers.ccs.spokane.edu/jobs/sasquatch-one-stop-specialist-customer-service-specialist-2-spokane-washington-united-states>

Contact Information

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

Contact

Staff

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