

SUPPORT CENTER REPRESENTATIVE –STUDENT SERVICES BI-LINGUAL/BI-LITERATE

GENERAL DESCRIPTION OF CLASS

Under the direction of an administrator or manager, provides prompt, accurate assistance, and information in a professional and courteous manner to students, staff and the public on a variety of programs, activities, policies, and procedures related to enrollment, admissions, and other District operations, programs, and available resources; displays proper phone etiquette at all times while providing excellent customer service as a representative of the Student Services Division and the District.

REPRESENTATIVE DUTIES: The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related or a logical assignment to this class. The essential duties of the class are indicated with an asterisk *.

BASIC FUNCTION: The duties of this classification may involve performing the most technical and difficult tasks, requiring specialized or advanced skill in one or more areas of the work assigned. The duties below are not inclusive but characteristic of the type of work associated with the class. Individual positions may do all or some combination of the duties listed below as well as other related duties.

1. Provides clear, consistent, up-to-date, and accurate information utilizing current reference and informational aids including but not limited to the call center manual, campus contact list, campus map, District, college, and/or division/department website and webpages, and My BC; guides and directs prospective, new, and/or current students, faculty, staff, and the public on a wide variety of inquiries related to policies, procedures, and activities in all areas of the campus community; receives and responds to inquiries for information via a variety of communication modalities such as the District's computerized telephone switchboard, college email, and/or the internet; may assist with navigation through District's website. *
2. Provides assistance and information to students, faculty, administrators, and staff based on abbreviated interviews and conversational questions to identify needs regarding admissions, registration, records, matriculation, enrollment, and fees; refers students to other areas of student services as appropriate. *
3. Registers students by verifying residency and demographic data; enrolls students into classes and verifies associated timelines and deadline dates related to classes; assists students in resolving issues and concerns; escalates student complaints to appropriate staff and/or management; assists with program changes for registering students; refers students to appropriate departments to secure required clearances. *
4. Serves as liaison between students and Admissions and Records Department to ensure accounting accuracy and timelines. *
5. Assists students with enrollment, application, assessment, orientation, and registration processes. *
6. Disseminates recruitment information to prospective students, high schools, community members, businesses, and institutions of post-secondary education. *
7. Supports targeted recruitment of educationally and economically disadvantaged students in accordance with the District's Student Equity Plan and/or LEAD English as a Second Language (ESL) Department. *
8. Provides assistance to members of recruitment teams; contacts potential students. *

9. Receives and responds to a variety of inquiries related to the area of assignment; determines when/if inquiries need additional, in-depth information and guidance and refers those identified inquiries to appropriate staff, manager, and/or department. *
10. Prepares, updates, maintains, proofreads, edits, and generates a variety of department documents including but not limited to correspondence, communications, memoranda, documents, forms, spreadsheets, and simple, standard reports; extracts, collects, compiles, and tabulates statistical data and information to prepare and generate standard department reports; ensures accuracy, completeness, and compliance to department and/or District policies, procedures, rules, and regulations. *
11. Performs routine clerical duties as needed, including but not limited to updating students' demographic data and/or status; receives, processes, and distributes incoming mail; updates and maintains records, files, file sharing, and filing systems. *
12. Receives, responds to, and resolves caller inquiries, issues, and/or concerns; accesses and researches a variety of District resources including District/college website, division/department webpages, publications, emails, call center aids, and communication with key department staff; follows-up with caller inquiries and/or concerns in a timely manner via telephone, email, chat, and/or the internet, updates and documents pertinent policies and procedures for call center manual for future reference. *
13. Provides detailed, knowledgeable, and well-informed assistance regarding admissions, registration, matriculation, enrollment, and fees; receives and processes waivers, collects fees and payments, and processes refunds. *
14. Registers students, verifies student enrollment status, enrolls students into variable unit courses, and updates student records as directed. *
15. Adjusts average call time based on current volume; maintains standard ratio for first call resolution; continuously seeks and revises knowledge based on new or updated information regarding campus and/or department policies, procedures, activities, events, matriculation processes, campus technologies such as the District's and college website/webpages, MyBC, and/or SelfService. *
16. Operates a variety of office equipment, including computers, computer hardware, and peripheral equipment. *
17. Performs data entry into the District's proprietary databases; enters, records, and extracts department data and information to prepare and generate a variety of department and/or student documents. *
18. Creates and maintains electronic records and files of information related to inbound and outbound calls, including but not limited to call subject, status or reason for calls received or initiated, action taken such as transferred caller or resolved caller inquiry, and any additional or pertinent information related to the inbound or outbound calls. *
19. Receives, verifies, and posts payments to student accounts via phone or by United States Postal Service (USPS) mail; may provide explanation of billing to students as requested. *
20. Interacts with diverse populations and constituencies in a wide range of situations requiring judgement, tact, and diplomacy. *
21. Establishes and maintains efficient record and file sharing, filing systems, and other resource records and materials as needed or required. *
22. Maintains the organization of the storeroom; takes and maintains inventory of office forms, paper, and miscellaneous supplies; may order supplies as needed. *
23. Serves on a variety of District committees as requested.
24. May attend various departmental staff meetings, conferences, workshops, trainings, and professional opportunities as requested by incumbent and/or supervisor.
25. May conduct phone and/or email surveys.

26. May provide work direction to student workers, student assistants, and/or short-term, temporary staff.
27. Performs other duties that support the overall objective of the position.

MINIMUM QUALIFICATIONS**EDUCATION/EXPERIENCE:**

- High School Graduate or General Educational Development (GED); **AND**
- One (1) year of work experience providing clerical support to student programs, services, and/or activities.
- Experience providing bilingual/bi-literate services in previous professional environment.
- Or, any combination of education and experience which would provide the required qualifications for the position.

CERTIFICATES, LICENSES, REGISTRATION, SPECIAL AND/OR OTHER REQUIREMENTS:

- Bilingual/Biliterate in required language (language is determined at time of recruitment and varies based on the needs of the District/college).
- May be required to travel for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.

DESIRED QUALIFICATIONS:

- Associate degree with coursework in education, business administration, community affairs, or related discipline.
- Two (2) years of clerical experience supporting a department or program.
- Experience working in an educational environment within the area of student services involving frequent student contact.

KNOWLEDGE, SKILLS, AND ABILITIES: (May be acquired through education, training and/or experience.)**Knowledge of:**

- District and college policies, procedures, rules, and regulations related to the area of assignment.
- California Education Code and Title V as it relates to the area of assignment.
- Family Educational Rights and Privacy Act (FERPA).
- Rules, regulations, laws, and Board policies, and procedures governing the District.
- Principles and practices of special event coordination and marketing techniques.
- Social, cultural, and recreational programs of the District.
- Policies and procedures related to the Student Code of Conduct.
- Methods and techniques in working with current and prospective students.
- Computer software programs and applications related to the area of assignment.
- Mobile devices and applications utilized by the District and/or college.
- Effective communication skills both verbally and in writing.
- Proper spoken and written English usage.
- Proper grammar usage, spelling, vocabulary, and punctuation.
- Basic mathematics.
- Computer software programs, applications, databases, and Enterprise Resource Planning (ERP) systems; computer hardware and peripheral equipment related to the area of the assignment.
- Mobile devices and applications utilized by the District and/or college.

- Modern office practices, procedures, methods, and techniques.
- Record keeping, filing, file sharing, and filing systems methods and techniques.
- Proper phone etiquette and techniques.
- Composing, proofreading, and preparing correspondence.
- Interpersonal skills using tact, patience, and courtesy.
- Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint).

Ability to:

- Perform the essential responsibilities of the position.
- Understand and apply District and department policies and procedures related to the area of assignment.
- Integrate local, state, and federal laws and regulations related to the area of the assignment.
- Learn, interpret, and apply the rules, regulations, policies, and procedures related to student services, events, and activities.
- Department and/or program policies and procedures related to the area of assignment.
- Read, understand, learn, interpret, and apply rules, regulations, policies, and procedures related to the area of the assignment.
- Plan, organize, and prioritize workload to meet schedules and timelines.
- Plan, organize, and conduct group functions, meetings, and events.
- Extract, compile, organize, and analyze statistical data.
- Work in a fast-paced environment, executing confidentially with discretion.
- Understand the scope of authority in making independent decisions.
- Review and analyze situations accurately to determine appropriate action according to established guidelines.
- Collaborate with others to develop services, events, and activities related to the area of assignment.
- Greet and provide information or direction to the public, faculty, students, and staff respectfully.
- Analyze and research problems and prepare clear, concise reports.
- Access and utilize internal and external computer applications to prepare and generate correspondence and reporting.
- Prepare, generate, update, and maintain records, documents, spreadsheets, graphs, charts, and standard reports.
- Enter, import, and extract data and information to and from databases.
- Communicate effectively with administrators, managers, faculty, staff, students, and the community using patience, courtesy, and tact in a manner that reflects positively on the District and college.
- Perform administrative activities of simple to moderately difficulty with speed and accuracy.
- Complete work assignments according to established timelines.
- Update, maintain, and follow schedules and calendars.
- Understand and carry out verbal and written instructions and direction.
- Effectively communicate both verbally and in writing.
- Communicate clearly and concisely, both verbally and in writing.
- Maintain accuracy and pay close attention to detail in a fast-paced environment of changing priorities.

- Compile, organize, and use various financial information necessary in the preparation and monitoring of budgets.
- Compose correspondence and reports.
- Use discretion and handle students, staff, and faculty in a diplomatic manner.
- Update and maintain records, files, file sharing, and filing systems accurately and with confidentiality.
- Exercise problem solving and critical thinking skills related to the scope of authority.
- Utilize keyboarding skills commensurate with the required functions for this position.
- Effectively and fluently utilize computers to perform advanced-level document production including the complex formatting of documents, creating charts, establishing and maintaining databases and spreadsheets.
- Utilize computer software programs, applications, and databases; computer hardware and peripheral equipment related to the area of assignment.
- Communicate with students, staff, and the public in person and via a variety of communication modalities using various technology resources.
- Work with diverse populations.
- Demonstrate sensitivity to and respect for diverse populations.
- Establish and maintain effective and cooperative working relationships with those contacted in the course of work.

RELATIONSHIPS WITH OTHERS:

The incumbents in this class are in daily contact with department, college, District faculty, staff, administrators, students, vendors, and the public, as needed.

SUPERVISION EXERCISED and/or RECEIVED:

The incumbents in this class may provide work direction and/or guidance to student workers, student assistants, and/or short-term, temporary employees.

The incumbents in this class receive general supervision from the assigned manager or other administrative superiors. Supervision is provided regarding interpretation and application of District, college, and/or department policies and procedures, applicable state and/or federal regulations. Work is usually performed independently and reviewed by supervisors as needed to ensure accuracy, completeness and compliance with practices and regulatory standards.

Incumbents in this class follow policies and guidelines as outlined by the District, college and/or departmental procedures, policies, and directives.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by an employee 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 classification, the incumbent is regularly required to sit, walk, and/or stand, speak or hear, both in person and by telephone. Use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to 25 pounds. must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment, The incumbent may be required to bend at the waist, kneel and/or crouch; move about the college or District site(s). Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

- **Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

WORK ENVIRONMENT AND CONDITIONS:

- **Work Environment**

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

The incumbent works under typical office conditions, and the noise level is usually quiet.

- **Working Conditions**

Work is performed primarily indoors with frequent interruptions by students, faculty, and staff and where minimal safety considerations exist.

Butte Glenn Community College District (BGCCD) IS AN EQUAL OPPORTUNITY

EMPLOYER: To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Butte Glenn Community College District is committed to creating a diverse workforce focused on equity, inclusion, and accessibility for all faculty, staff, administrators, managers, and students. The District is dedicated to building an environment that supports our diverse student populations providing opportunities to mentor, encourage, and prepare our students to be successful in the world and expose them to global perspectives. Our District community of professionals is devoted to enriching our students' lives by bringing to light a variety of ways to engage and discover their individual and collective paths through education.

BGCCD is committed to the principles of equal employment opportunity. It is the District's policy to ensure that all qualified applicants for employment and employees have full and equal access to employment opportunities and are not subject to discrimination in any program or activity of the District on the basis of ethnic group identification, race, gender, color, language, accent, citizenship status, ancestry national origin, age, sex, religion, sexual orientation, gender identity, parental status, marital status, veteran status, physical or mental disability or medical condition, or on the basis of these perceived characteristics.