



Technical Professional – Administrative Specialist II – Rocky Mountain Education Center – 401210

Start Date:

Fall Semester 2015

Location:

Red Rocks Community College, Lakewood, Colorado

Compensation & Benefits:

\$32,040 – 35,244/annualized. RRCC also offers a comprehensive benefits package. Details at <http://www.rrcc.edu/human-resources/benefits-information>.

Application Close Date:

Complete application packets must be received in RRCC Human Resources by 5:00 p.m. MST on September 18, 2015.

Summary

Deliver customer service and front office support to Rocky Mountain Education Center clients, staff and instructors. Staff front desk reception to include phone and student/client walk-ins. Coordinate the Specialist Certificate Program by managing student enrollment and communication. Supports classroom set up for all onsite training. Maintains inventory of all learning materials and communicates with vendors and suppliers to ensure adequate supplies on hand at all times. Enters and maintains course records in Banner according to college procedures.

Responsibilities

Front Office Support: Answering incoming phone calls and returning voice messages, checking & responding to emails received on general RMEC email account.

Student Support: Make course confirmation/cancellation calls two weeks prior to the course start date; generate class rosters, make corrections on roster and in Banner after class have begun. Generate the daily sign-in sheets for OSHA classes. Make follow-up phone calls with students who do not show up for class. Assists in student check-in. Generate all RMEC course cards and certificates for on-site and off-site courses to include replacement cards/certificates for students who have paid for them. Produce non-credit transcripts as requested.

Coordination of the Rocky Mountain Education Center Specialist Certificate Programs: Review all student applications for completeness. Contact applicants by phone and email to facilitate timely registration in certificate courses. Establish a regular schedule to contact in-process students to expedite timely program completion. Establish and manage data tracking of in-progress students by maintaining a spreadsheet with all active and completed participants in the specialist certificate program. Support graduating students with timely procurement and shipment, according to college procedures, of the professionally framed certificates.

Organization and Inventory Control of Learning Materials and Related Office Supplies: Maintain inventory of course materials to include workbooks, CFR's, ERG's, NIOSH pocket guides and other special order books for courses. In consult with program director, maintain adequate supplies of office paper supplies (envelopes, letterhead, certificate paper, etc.) and toners for printer/fax machine. Confirm inventory needs a minimum of 3 months in advance based on course schedules. Anticipate through consultation with program director estimates for off-site material needs. Following college procedures place orders for course materials. Pull course tests for classes that have a final exam and run scantrons for instructors after final exam has been completed by students. Keep all learning materials inventoried and organized in resource room and other storage areas. Assist in annual inventory control reporting through the college's business service office. Ensure all area classrooms are clean and set up for upcoming training. Notify college facilities of any maintenance or janitorial needs of the classrooms in a timely manner.

Course Reporting Management & Maintain the master contact database of clients and students: According to college procedures input RMEC courses in Banner for each term and or as new courses are added or scheduled. Ensure accurate registration files by promptly removing dropped students from Banner. Maintain the confirmation packet attachments on the website. Create files for each completed course to include signed rosters and evaluation sheets. Follow procedures to cancel low enrolled courses a minimum of 2 weeks prior to start date. Remove cancelled courses from the website at time of cancellation. Maintain Excel spreadsheet tracking enrollment numbers of all on and off-site courses; pull course files selected by OSHA DTE for audit and give to Director for review; make course packets for OSHA classes as needed; assist in pulling off-site materials; close course files after class has ended and complete the OTI month report and email to OSHA; maintains course files for all courses & archiving & purges files. Enter new students and clients in the contact database as directed by RMEC staff for use in email distributions, promotions and newsletters.

Qualifications

Minimum Qualifications:

- Associate's degree. Related/verified experience may be substituted for education
- A minimum of two years office or clerical experience
- Must have strong phone skills, verbal and written communication skills and ability to provide a high level of customer service
- Ability to work with and foster a diverse and inclusive workforce

Preferred Qualifications:

- Conferred Associate's degree
- Two years extensive customer service experience

To Apply

To apply for this position the following are required: (1) A completed RRCC employment application (**Only information contained on the application will be used to determine if applicants meet minimum qualifications. Please use dates.**), (2) A cover letter, (3) A resume or CV, (4) Unofficial transcripts (official transcripts will be required for the position finalist).

Notice: All areas of the employment application must be completed in full for consideration. **A resume will not be accepted in place of a completed application. A response of “see resume” will not be considered.**

About Red Rocks Community College

Located at the foot of the Rocky Mountains in Lakewood, Colorado, Red Rocks Community College offers more than 150 programs and 650 courses leading to two-year degrees or professional certificates.

Red Rocks has campuses in Lakewood and Arvada. Courses are delivered in formats from traditional classroom to online to self-paced and weekend classes.

Since 1969, Red Rocks Community College has delivered quality education to an eclectic mix of students of all ages, incomes and backgrounds. For many of our 15,000 annual students, Red Rocks is the convenient community college just down the street. For others, a Red Rocks program or course is worth traveling halfway around the world.

Please follow this link for an application: <http://www.rrcc.edu/human-resources/jobs>. Application documents may be emailed to hrjobs@rrcc.edu or mailed directly to:

Red Rocks Community College
13300 W. Sixth Avenue, Campus Box 17
Lakewood, CO 80228-1255
Phone: 303-914-6570
FAX: 303-914-6800

Red Rocks Community College is committed to diversity in its people and programs. The College is an equal opportunity educational institution and does not discriminate on the basis of disability, race, creed, color, sex/gender, sexual orientation gender identity, religion, age, national/ ethnic origin, pregnancy status, veteran's status, genetic information, physical or mental disability, or any other category protected by applicable law, in its employment practices or educational programs and activities.

RRCC has designated the Executive Director of Human Resources as its Affirmative Action Officer/Equal Opportunity Administrator/Title IX Administrator with the responsibility to coordinate its civil rights compliance activities and grievance procedures. For information, contact Dr. Bill Dial, Executive Director of Human Resources, Title IX Coordinator, Title VII/Equal Opportunity Coordinator, ADA/Sec 504 Coordinator, 13300 West Sixth Avenue, Lakewood, CO 80228. 303-914-6298. Bill.Dial@rrcc.edu

Reasonable accommodation will be provided upon request for persons with disabilities. If you are a person with a disability who requires an accommodation to participate in the application process, please notify Human Resources at 303-914-6570.

Effective July 1, 2003, it is Red Rocks Community College procedure to conduct pre-employment background checks on all employment finalists to determine or verify background information, including criminal history, references from previous employment, qualifications, and, when applicable, driving history. Employment offers are contingent upon receiving a satisfactory report.

Red Rocks Community College | Position Announcement

For information regarding Red Rocks Community College security, including crime statistics for the Red Rocks Community College Lakewood and Arvada campuses, please see the Red Rocks Community College campus security website at: <http://www.rcc.edu/police/>. For a hard copy report please contact 303.914.6498.