

## Student Employment Position Announcement

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### Call Center Call Center Representative II Work Study

**Job Description:** Respond to all external and internal phone calls received by the Call Center and resolve caller issues through one-call resolution. Provide excellent customer service by investigating and conveying relevant and consistent information to callers while complying with college and FERPA guidelines. Works closely with Call Center staff to ensure that all emails and voicemails are retrieved, documented in database and responded to in a timely manner.

**Job Requirements:** Applicant must be punctual, dependable, detailed oriented, have strong interpersonal skills and the ability to multi-task in a fast paced, high call volume environment. Applicant must maintain a professional demeanor and provide excellent customer service. Microsoft Office, Call Center, and Banner (Student Information System) experience preferred. Knowledge of RRCC processes such as registration, enrollment, the ROCK, and financial aid are a huge plus.

Applicant must be eligible for student employment (enrolled in a minimum of six (6) credit hours for the Fall 2015 semester) and be awarded work-study through Red Rocks Community College to apply.

Hours can vary depending on applicant availability, but scheduled hours can be up to 20 hours per week.

#### **Job Payment Information:**

**Wages:** \$9.00/hour

**Paid:** Bi-weekly (Fridays)

#### **How to Apply:**

1. Go to Financial Aid and receive your work study referral form.
2. Please submit an application and resume to Amanda Crosby in the Call Center: [amanda.crosby@rrcc.edu](mailto:amanda.crosby@rrcc.edu), phone: 303-914-6144 (applications are available online and within Human Resources). Please also be prepared to bring your completed work-study referral form at the time of contact.

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, gender, sexual orientation, gender expression, religion, age, national origin, or ancestry, or any other category protected by applicable law.

The College has designated the Human Resources Director as its Equal Opportunity Employment Officer and Title IX Administrator with the responsibility to coordinate its civil rights compliance activities and grievance procedures. Report all concerns or complaints relating to discrimination or harassment to the Title IX/EO Coordinator(s): Bill Dial, Director of Human Resources/Title IX Administrator, 13300 West Sixth Avenue, Lakewood, CO 80228. 303.914.6298. [bill.dial@rrcc.edu](mailto:bill.dial@rrcc.edu).

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Please contact Bob Miller at 303.914.6300 with any questions regarding student employment.