



## Student Employment – Call Center – Call Center Assistant

**Department: Call Center**

**Position Title: Call Center Assistant**

**Position Type: Work-Study**

### **Job Description:**

You will assist in both our call center and Admissions front counter. The job entails helping students with questions they have about our Student Affairs department as well as assisting students with application and registration questions. This position includes both phone and in person student interaction.

### **Job Requirements:**

- **Excellent customer service skills**
- **Friendly, can do attitude**
- **Willing to assist students**
- **Enjoys troubleshooting**
- **Awesome active listening skills**

## **Skills you will gain/enhance:**

Working for our Call Center/Admissions Department is an excellent way to learn all facets of RRCC. You will enhance your customer service skills but focusing on using active listening to ensure our students questions are answered and they are directed to the correct department.

***You must be enrolled in a minimum of six credit hours for the semester in which you will be working to apply for this position.***

## **Payment:**

**Wage:** \$12.50/hr

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

## **How to Apply:**

**[Click here to apply for this position!](#)**

For questions about this position, contact **Kristin Uhland** at [Kristin.Uhland@rrcc.edu](mailto:Kristin.Uhland@rrcc.edu) or **303-914-6141**.

For questions in general about student employment, contact Bob Miller at [Bob.Miller@rrcc.edu](mailto:Bob.Miller@rrcc.edu).

This position will remain open until 8.14.2020.

## **Title IX, Diversity and EEO Statement:**

*Red Rocks Community College is committed to diversity in its people and programs. The College prohibits all forms of discrimination and harassment including those that violate federal and state law or the State Board for Community Colleges and Occupational Education Board Policies 3-120 and/or 4-120. The College does not discriminate on the basis of sex/gender, race, color, age, creed, national or ethnic origin, physical or mental disability, veteran status, pregnancy status, religion, genetic information, gender identity, or sexual orientation in its employment practices or educational programs and activities. Red Rocks Community College will take appropriate steps to ensure that the lack of English language skills will not be a barrier to admission and/or participation in vocational education programs.*

*RRCC has designated Arnie Oudenhoven as its Affirmative Action Officer/Equal Opportunity Administrator/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). For information, contact Arnie Oudenhoven Executive Director, HR, Title IX Coordinator, Title VII/Equal Opportunity Coordinator, ADA/Sec 504 Coordinator, via mail at 13300 West Sixth Avenue, Lakewood, CO 80228. Phone 303.914.6298, or email [arnie.oudenhoven@rrcc.edu](mailto:arnie.oudenhoven@rrcc.edu) or Deborah Houser, Assistant Director of Human Resources/Deputy Title IX Coordinator, 303.914.6224 [deborah.houser@rrcc.edu](mailto:deborah.houser@rrcc.edu). 13300 West Sixth Avenue, Lakewood, CO 80228.*

*You may also contact the Office for Civil Rights, U.S. Department of Education, Region VIII, Federal Office Building, 1244 North Speer Boulevard, Suite 310, Denver, CO 80204, telephone (303) 844-3417.*

*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.*

*RRCC conducts 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.*

*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.rrcc.edu/police/>. For a hard copy report, please contact 303.914.6494.*