

# Student Employment – Fall/2019 and Spring/2020 - Call Center Assistant - Red Rocks Community College

**Department: Call Center**

**Position Title: Call Center Assistant II**

**Position Type: Work-Study**

**Job Description:** Respond to all external and internal phone calls received by the Call Center and resolve caller issues through a one-call resolution. Provide excellent customer service, general college information and specific Student Success department information pertaining to: Admissions, Advising, Assessment, Cashier's, Enrollment, Financial Aid, and Student Records by investigating and conveying relevant and consistent information to callers while complying with college and FERPA guidelines.

**Job Requirements:** Applicant must be punctual, dependable, communicative, 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.

**\*\*\*You must be eligible for student employment (*enrolled in a minimum of six (6) credit hours for the semester in which you will be working*) to apply for this position. \*\*\***

**Job Payment Information:**

**Wage:** \$11.50 per hour

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

**Schedule:** Monday through Friday, preferably a set schedule throughout the semester. (Some flexibility)

[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).

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

This position will remain open until 1.6.2020.

*Note: Former employees of the Colorado Community College System or one of its 13 colleges, who were disciplinary terminated or resigned in lieu of termination, must disclose this within your application materials.*

*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.*