

Student Employment – Clerical Assistant II – Advising

Department: Academic Advising

Position Title: Clerical Assistant II

Position Type: Work Study for Spring, Summer, or Fall or Summer Student Hourly

Job Description: This person is responsible for screening and managing walk-in advising and appointment student traffic, answering or directing phone inquiries and setting up appointments from phone, email and web requests, as well as contacting students for appointment reminders. Additionally, this position is responsible for helping students navigate The ROCK student portal, keeping the reception area clean and stocked with college and transfer information, directing students to appropriate departments or personnel, and assisting with various projects as needed within the Advising Department.

Job Requirements:

Desired Qualifications:

- Desire to work with diverse customers to include students, parents, community members and college personnel on a front-line, first point of contact basis.
- Excellent customer service skills to include advanced written and oral communication.
- Computer competency to include Microsoft Word, Outlook, Excel.
- Some familiarity with Red Rocks resources and experience using The ROCK student portal.
- Ability to multitask, problem solve and organize information, with strong time management skills
- Reliable, punctual and willing to learn new information and computer programs.

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.

Skills you will gain/enhance:

In this position you will learn reception skills to include:

- In-person, phone and e-mail etiquette for appointment management
- Customer Service skills
- Some Banner (student information database) navigation
- Projects using Outlook, Word & Excel programs
- Training on SARS (Student Appointment Registration System) software
- Interpersonal communication skills with diverse student populations, often as their first point of contact
- Increased familiarity with Red Rocks resources and experience using The ROCK student portal
- Increased knowledge of how things work at the college and valuable networking opportunities
- Self Confidence & Conflict Management skills
- Teamwork

Job Payment Information:

Wage: 11.50 per hour

Paid: Bi-weekly (Fridays)

How to Apply:

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

For questions about this position, contact **Cynthia Shields** at cynthia.shields@rrcc.edu or **303-914-6905**.

For questions about student employment in general, contact Bob Miller at bob.miller@rrcc.edu.

This position will remain open until 12.2.2019.

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 or Deborah Houser, Assistant Director of Human Resources/Deputy Title IX Coordinator, 303.914.6224 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.