

South Texas College

Job Announcement 2024-5011

Title: Centers for Learning Excellence Customer Service Clerk (Part-time Temporary)

Department: Centers for Learning Excellence

Reports to: Coordinator of Campus Center for Learning Excellence

Pay Grade: Part-time

Salary Range: Minimum \$15.00/Hour

Campus: Mid-Valley

FLSA Status: Non-Exempt/Hourly

General Statement of Job

The Centers for Learning Excellence Customer Service Clerk facilitates student usage of the Centers for Learning Excellence (CLE) lab operations. Assists students and faculty with utilization of College resources within the CLE.

Specific Duties and Responsibilities

Essential Functions:

1. Facilitates all student needs at CLE, including appointment scheduling and checking-out learning resources and software.
2. Assists supervisors with the use of attendance tracking and appointment scheduling software, JagTrax, and Upswing.
3. Serves as customer service representative for CLE in the center and online as assigned.
4. Enforces college procedures for printing and computer use.
5. Enforces CLE procedures for students and staff and communicates with CLE supervisors regarding any discrepancies.
6. Participates in required departmental training, workshops, and meetings.
7. Has access to a remote working site that is safe and free from interruptions, and to a reliable internet connection sufficient to perform job duties remotely as required.
8. Performs other duties as assigned.

Required Education and Experience

1. High school diploma or GED required; College Certificate or 30 college hours, preferred.

Required Knowledge, Skills and Abilities

1. Excellent oral, written, and interpersonal communication skills.
2. Strong background in computers and office automation, including word processing, spreadsheets, database, Excel, PowerPoint and knowledge of the Windows environment.
3. Ability to perform basic office skills.
4. Ability to prioritize, organize, and complete multiple tasks with attention to detail,

Centers for Learning Excellence Customer Service Clerk

- within stated deadlines.
5. Bilingual, English-Spanish, preferred.
 6. Ability to work independently, as well as a team player within department and with others.
 7. Ability to work evenings and/or weekends as needed.
 8. Demonstrated commitment to achieving the vision and mission of South Texas College.
 9. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
 10. Ability to write routine reports and correspondence.
 11. Ability to speak effectively before groups of students or employees of organization.
 12. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.

Checks, Certificates, Licenses, and Registrations

1. Security Sensitive position: All applicants are subject to a criminal background check under South Texas College policy.

Physical Requirements

1. Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.
2. Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
3. Applying pressure to an object with the fingers and palm.
4. Perceiving the nature of sounds at normal speaking levels with or without correction.
5. Ability to receive detailed information through oral communication, and to make the discrimination in sound.
6. Bending legs at knee to come to a rest on knee or knees.
7. Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
8. Ability to make rational decisions through sound logic and deductive processes.
9. Using upper extremities to exert force in order to draw, haul or tug objects in a sustained motion.
10. Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
11. Extending hand(s) and arm(s) in any direction.
12. Substantial movements (motions) of the wrist, hands, and/or fingers.
13. Expressing or exchanging ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely.
14. Standing particularly for sustained periods of time.
15. Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
16. Have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or extensive reading,

Centers for Learning Excellence Customer Service Clerk

- including color, depth perception, and field vision.
17. Visual acuity to determine the accuracy, neatness, and thoroughness of the work assigned or to make general observations of facilities or structures.
 18. Mobility to accomplish tasks, particularly for long distances or moving from one work site to another.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

HOW TO APPLY: Submit a South Texas College application, letter of intent, resume, and copies of transcripts (official transcripts required if hired) to:

**SOUTH TEXAS COLLEGE
OFFICE OF HUMAN RESOURCES
2501 W. Pecan Blvd.
McAllen, TX 78501**

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