

South Texas College

Job Announcement 2024-5032

Title: Open Labs Customer Service Clerk (Part-time Temporary)

Department: Learning Commons and Open Labs

Reports to: Open Labs Supervisor or Lab Supervisor

Pay Grade: Part-time

Salary Range: Minimum \$15.00/Hour

Campus: Regional Center Public Safety Excellence

FLSA Status: Non-Exempt/Hourly

General Statement of Job

The Open Lab Customer Service Clerk supports the open computer labs and patrons with the daily use of computers, software, and other resources.

Specific Duties and Responsibilities

Essential Functions:

1. Assists patrons with the use of computers and software applications.
2. Provides and promotes excellent customer service to patrons.
3. Conducts routine walkthroughs of open lab areas.
4. Assists in maintaining open labs clean and safe for use.
5. Enforces lab rules and guidelines.
6. Addresses patron issues and concerns to Open Lab Supervisor or designee.
7. Sorts and distributes interdepartmental mail and sensitive documents.
8. Assists with open lab coverage as needed.
9. Assists with supporting existing and emerging technologies.
10. Supports the use of makerspace technologies and services.
11. Completes assigned college and departmental trainings.
12. 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 learn new technologies and maintain skillset relevant to job requirements.
5. Ability to work independently as well as a team player within the department and with others.

Open Labs Customer Service Clerk

6. Ability to work evenings and/or weekends as needed.
7. Demonstrated commitment to achieving the vision and mission of South Texas College.
8. Ability to read and comprehend simple instructions, short correspondence, and memos.
9. Ability to write simple correspondence.
10. Ability to effectively present information in one-on-one and small group situations to students, customers, clients, and other employees of the organization.
11. Ability to apply practical understanding to carry out instructions furnished in written, oral, or diagram form.
12. Ability to deal with problems involving several concrete variables in standardized situations

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 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
2. Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
3. Picking, holding, or otherwise working, primarily with the whole hand.
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. Using upper extremities to exert force in order to draw, haul or tug objects in a sustained motion.
8. Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
9. Extending hand(s) and arm(s) in any direction.
10. 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.
11. Standing particularly for sustained periods of time.
12. 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.
13. 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 including color, depth perception, and field vision.
14. Visual acuity to determine the accuracy, neatness, and thoroughness of the work assigned or to make general observations of facilities or structures.
15. Have visual acuity to operate heavy equipment.
16. Have close visual acuity to perform an activity such as: visual inspection involving small defects, small parts, and operation of machines; using measurement devices;

- and/or assembly or fabrication parts at distances close to the eyes.
17. 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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