

# South Texas College

## Job Announcement 2019-5029

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

**Department: Learning Commons and Open Labs**

**Reports to: Director of Learning Commons and Open Labs**

**Pay Grade: Part-time**

**Salary Range: Minimum \$8.00/Hour**

**Campus: Technology**

**FLSA Status: Non-Exempt/Hourly**

### **General Statement of Job**

The Open Labs Customer Service Clerk assists students with software and hardware questions and performs maintenance duties to keep the open computer labs operational.

### **Specific Duties and Responsibilities**

#### **Essential Functions:**

1. Interacts and provides customer service to the public in a positive manner.
2. Assists students in the use of multimedia equipment and software.
3. Provides and promotes excellent customer service.
4. Addresses student issues and concerns to Director or designee.
5. Performs routine and assigned activities in the Open Computer Labs.
6. Assists in marketing Open Labs.
7. Sorts and distributes interdepartmental mail and sensitive documents.
8. Assists students with Internet and other computer related software.
9. Assists with laptop wireless configurations.
10. 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. Demonstrated ability to learn new technology and maintain skills.
5. Ability to work independently as well as a team player within department and with others.
6. Ability to work evenings and/or weekends as needed.
7. Demonstrated ability to interact effectively with a diverse, multi-cultural student

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

### **Checks, Certificates, Licenses, and Registrations**

1. All applicants are subject to a national 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 motor vehicles and/or 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.

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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, copies of transcripts (official transcripts required if hired) and a list of five professional references with addresses and phone numbers to:

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

South Texas College is an equal education and equal employment opportunity/affirmative action employer. As an equal education institution and equal opportunity employer, the College does not discriminate on the basis of race, color, national origin, religion, age, sex, sexual orientation, gender, gender identity, disability, genetic information, or veteran status.