

South Texas College

Job Announcement 2025-5022

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

Department: Centers for Learning Excellence

Reports To: Coordinator of Campus Center for Learning Excellence

Pay Grade: Part-Time

Salary Range: Minimum \$15.50/hour

Campus: Pecan

FLSA Status: Non-Exempt/Hourly

General Statement of Job

The Centers for Learning Excellence (CLE) Customer Service Technician interacts with students, College employees, and community users and performs a wide variety of customer service and office support functions including responding to inquiries and providing general information and assistance to students, College employees, and community users regarding CLE spaces and programs. Assists students, faculty, and community users with utilization of College resources within the CLE.

Specific Duties and Responsibilities

Essential Functions:

1. Provides a positive, friendly, and knowledgeable impression of the College, interacts with students, College employees, and community users, and provides exceptional customer service.
2. Performs a wide variety of customer service and office support functions including responding to inquiries and providing general information and assistance to students, College employees, and community users regarding the CLE.
3. Manages front reception area and serves as a customer service representative for the CLE in the center and online as assigned.
4. Enforces college procedures for printing and computer use.
5. Enforces CLE procedures for students, College employees, and community users and communicates proactively with CLE supervisors regarding any discrepancies.
6. Assists supervisors with the use of attendance tracking and appointment scheduling software.
7. Participates in required departmental trainings, workshops, and meetings.
8. 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.
9. Prepares packets for Supplemental Instruction Leaders, tutors, academic coaches, and other CLE staff as needed; prepares copies; assists in arranging for supplies.
10. Assists departmental staff with marketing and data retrieval. Performs other duties as assigned.

Required Education and Experience

1. To qualify, one of the following must be met:

Customer Service Technician

- College Certificate
 - A minimum of 30 earned college hours
2. At least six (6) months of customer service experience, required.
 3. Experience in a higher education institution using enterprise systems; e.g. Banner, preferred.

Required Knowledge, Skills and Abilities

1. Excellent oral, written and interpersonal communication skills.
2. Strong computer skills with knowledge of Microsoft Office including, but not limited to, Word, Excel, PowerPoint, and Outlook, the Windows environment, and internet research skills.
3. Bilingual, English/Spanish, preferred.
4. Ability to prioritize, organize, and complete multiple tasks with attention to detail, within stated deadlines.
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 commitment to achieving the vision and mission of South Texas College.
8. Ability to read and comprehend simple instructions, write short correspondence and memos.
9. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
10. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
11. Ability to apply practical understanding to carry out detailed but uninvolved written or oral instructions.
12. Ability to deal with problems involving a few 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.
2. In addition, subject to a federal background check.

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. Bending the body downward and forward by bending leg and spine.
3. Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
4. Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
5. Applying pressure to an object with the fingers and palm.
6. Perceiving the nature of sounds at normal speaking levels with or without correction.

Customer Service Technician

7. Ability to receive detailed information through oral communication, and to make the discrimination in sound.
8. 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.
9. Ability to make rational decisions through sound logic and deductive processes.
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. Bending body downward and forward by bending spine at the waist. Occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
13. Close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or extensive reading.
14. 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**

South Texas College does not discriminate or tolerate discrimination against any employee, applicant for employment, student, or applicant for admission on the basis of race, color, national origin, ethnicity, religion, age, sex, sexual orientation, gender, gender identity, gender expression, pregnancy, parental status, disabilities, genetic information, veteran status, or any other protected category under applicable local, state, or federal law. Conduct that excludes participation, denies benefits or subjects others to discrimination is prohibited. The College complies with all applicable policies and state and federal legislation in order to combat discrimination.