Position Number: CLA14-110

POSITION DESCRIPTION

Under the supervision of the Director of the University Center, performs varied clerical duties in support of University Center activities. Assists students and customers with information on University Center programs, provides customer service, and provides clerical support for University Center events and activities. Performs other related duties as assigned.

ESSENTIAL DUTIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Staffs the reception desk in the University Center lobby and handles inquiries from students and the public on University Center programs and activities and provides referral and direction to appropriate personnel.
2. Maintains the University Center schedule at the front desk.
3. Performs varied clerical and office support duties, such as creating and maintaining office files and records.
4. Responds to emergency situations according to District policies and procedures.
5. Provides customer service for the University Center. Answers multiple telephone lines and assists students and the general public with general questions and event information at both the University Center front desk and over the telephone.
6. Responds to requests for information from the campus community and general public in an efficient and friendly manner. Assists customers in resolving complaints, questions, information requests, and handles customer service issues in a fair, professional, and courteous manner.
7. Assists with scheduling room reservations, re-stocking, and appearance of information and publicity materials in the lobby of the University Center. Includes marketing brochures, flyers, bulletin boards, and other related documents and materials.
8. Maintains the professional appearance of the front desk and University Center lobby.
9. Performs other related duties as assigned.
DEMONSTRATED ABILITIES

Position requires ability to:

1. Learn, interpret, and apply policies, guidelines, and operational procedure on all aspects of the University Center operations to successfully problem solve and address customer needs.

- Consistently handle phone calls and maintain composure and accuracy while providing excellent customer service.
- Work effectively and demonstrate current knowledge with computers and other forms of advanced technology utilized in providing high quality services.
- Assume responsibility for routine clerical detail.
- Use interpersonal skills with tact, patience, courtesy and diplomacy; be flexible.
- Communicate effectively, both orally and in writing.
- Understand and carry out oral and written directions in a timely manner to meet organizational and customer satisfaction levels.
- Work effectively in an environment with the potential for interruptions; change priorities as needed.
- Establish and maintain cooperative working relationships with faculty, staff, and others connected in the performance of duties.
- Demonstrate a high degree of accuracy and attention to detail in performing day-to-day work.
- Show willingness to participate in cross-training activities; ability to learn quickly and retain new information.
- Demonstrate clear evidence of sensitivity to and an understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff and community members.

MINIMUM REQUIREMENTS

Experience: Equivalent to one (1) year of full-time experience providing customer service to the public.

Education: High school diploma or its equivalent. Coursework in word processing, business office organization, and other related administrative support skills is desired.

SALARY PLACEMENT

Salary placement will be on Range 1 of Classified Represented Salary Schedule B ($1,000.83 - $1,545.65 per month as pro-rated for a 47.5% position). Initial salary step placement for new employees is customarily at step 1, 2, or 3 ($1,000.83/$1,056.40/$1,114.35 as pro-rated for a 47.5% position) of this 11-step salary range; step advancement is yearly up to step 7; with advancement to step 8 after two years at step 7. Employee must spend at least two years at step 8 before moving to step 9; three years at step 9 before moving to step 10; and four years at step 10 before moving to step 11.

Probationary period for new Classified employees is one year. Work year is 12 calendar months. The normal workweek for this position is 19 hours. Paid holiday, discretionary, vacation and sick time are provided and will be pro-rated based on hours worked. A regular work schedule will be assigned, with the ability to work a flexible schedule as needed. A Classified employee is required to either become a dues paying member of the Classified School Employees Association (CSEA) Chapter, or pay a service fee.

PHYSICAL CHARACTERISTICS

Position requires sitting and viewing a computer monitor for extended periods of time; dexterity of hands and fingers to operate a computer keyboard and related equipment; stooping, kneeling, crouching, crawling, twisting/turning, bending at the waist, and reaching in awkward positions; frequently exerting 10 to 20 pounds of force to lift, carry, push, pull or otherwise move objects; hearing and speaking to communicate and provide information to others; vision to read printed material and computer monitor; handling and working with various materials and objects.

DISTRICT CLASSIFIED EMPLOYEE BENEFITS

This is a part-time position working 19 hours per week and is not eligible for District paid health and welfare benefits. Professional development opportunities are provided to all employees. Educational incentives are available to eligible Classified Represented and Confidential employees.

RETIREMENT: This position is not eligible for PERS retirement plan unless hours exceed 1,000 in a fiscal year.
CONDITIONS OF EMPLOYMENT
Successful completion of background fingerprint clearance, pre-employment physical examination (disabilities not related to the physical job will not affect the application process) and TB screening.
Proof of eligibility to work in the United States and signing of loyalty oath per government codes 3100-3109.
Meeting applicable eligibility requirements under CalPERS or CalSTRS if you are a current or former member.
Board of Trustees approval.
Proof of high school diploma or GED are required upon offer of employment.

EQUAL EMPLOYMENT OPPORTUNITY
The Santa Clarita Community College District does not discriminate on the basis of race, religious creed, color, ethnic or national origin, ancestry, citizenship status, uniformed service member status, physical disability, mental disability, medical condition, marital status, sex, pregnancy, age, sexual orientation, gender identity, or any other protected basis under the law.

Applicants who have disabilities may request that accommodations be made in order to complete the selection process by contacting the Human Resources office directly at (661) 362-3427.

ABOUT THE DISTRICT
College of the Canyons is a California community college that serves the dynamic, growing Santa Clarita Valley and surrounding regions within a 367-square-mile area of northern Los Angeles County. The college opened with 735 students in 1969 and now serves over 19,000 students per semester on two campuses – in Valencia and Canyon Country – under the umbrella of the Santa Clarita Community College District.

College of the Canyons offers 74 degree and 84 certificate programs, and is focused on staying ahead of the technology curve both operationally and academically. Classes are offered during traditional fall and spring semesters, as well as shorter, intensive summer and winter sessions. With accessible, enriching education that provides a wide variety of associate degree and certificate programs, College of the Canyons prepares students for transfer to four-year colleges and universities, offers a variety of life-long learning opportunities for community members, and provides employee training programs for business and industry. The 2014-15 academic year marks the 45th year of the college’s service to Santa Clarita Valley communities.

The local community has been historically and enthusiastically supportive of its local college, having approved two bond measures valued at more than $220 million since 2001. The college also secures substantial funds from the state and millions of dollars in grants each year that allow new, cutting-edge programs to be developed and facilities to be built to accommodate them.

The college boasts clean, modern facilities, a capable and enthusiastic staff, innovative programs and high-tech solutions. It is, quite simply, a vital cultural, educational and economic force in the region. Those who are involved with the college discover unlimited opportunities. They can be innovative and entrepreneurial, and they can set the stage for things to come.
APPLICATION AND SELECTION PROCESS

Applicants are encouraged to complete their applications online at www.canyons.edu/Offices/HumanResources. If you require assistance, please call the Human Resources office at (661)362-3427 or for hearing impaired TTY/TDD Line at (661)362-5178. Applicants may check the status of their application online and may expect to be notified within approximately 5 weeks following the Review Date as to the status of their application.

All application materials must be uploaded online or received in the Human Resources office by the end of the day on the Review Date in order to assure consideration for this position. Postmark is not acceptable for this purpose. Separate application materials must be submitted for each position applied for. Materials submitted become property of the District and will not be returned, copied, or considered for other openings. The Human Resources office is located in the University Center, Suite #360 at 26455 Rockwell Canyon Road, Santa Clarita, CA, 91355.

Your application is not complete until the following required materials have been uploaded online or received by the Human Resources office:

- District CLASSIFIED Application.
- Detailed resume, which includes month/year dates of employment and descriptions of responsibilities at each employer.
- Letter of interest (cover letter). In your letter, please address your qualifications and experience as they pertain to the job duties, the demonstrated knowledge, and the abilities section of this announcement.
- Supplemental Questionnaire. Please answer the following questions as part of your application packet.

1. Do you possess a high school diploma or equivalent to meet the minimum qualifications? (yes/no) Please note: if you do not possess this, you will not be considered for this position. If offered the position, you will be asked to provide proof of your high school diploma or G.E.D. to the Human Resources office.

2. Describe your experience providing customer service to the public and the roles you played in serving the public. Please include employer names(s), position title(s), dates of employment, full-time or part-time status (hours per week). Please provide your total years of full-time equivalent experience in this field.

3. Please describe your experience working with Microsoft Office Word or any other word processing software. Provide your level of proficiency and examples of how you have used it in the workplace.

4. Please describe your experience working in an environment with interruptions and quickly changing priorities.

5. Why are you interested in working in this position as a part-time staff member at College of the Canyons?

- Letters of Reference are optional.
- Confidential Recruitment Source Sheet (optional).

Please note:

- Skills evaluation of candidates for interview may be required.
- Travel and relocation expenses are the responsibility of the applicant.
- Hiring committees review all complete, qualified application packets. Possession of the minimum qualifications does not guarantee an interview.
- “Experience” generally refers to relevant paid experience. In some instances, unpaid experience may be counted as experience towards meeting the minimum qualifications or requirements for the position only if it entailed responsibilities substantially similar to those of relevant paid positions in the field. It is the applicant’s responsibility to provide sufficient information and details to the Human Resources Office at the time of submission of their application packet. Details should include the organization, contact name and contact information, start and end dates, hours per week, and a list of relevant unpaid/volunteer duties or responsibilities performed. Not all unpaid experience may qualify. Upon offer of employment, an applicant will be required to obtain written verification(s) of any relevant unpaid/volunteer experience.

- Applicants are encouraged to apply online. If you need assistance with the application process, please contact:

  Human Resources Office
  (661) 362-3427 • TTY/TDD (661) 362-5178
  or visit our website at www.canyons.edu/Offices/HumanResources

It is the applicant’s responsibility to ensure that all application materials are fully and correctly submitted. All materials submitted are for this position only and become the property of the District. Materials will not be returned, copied or considered for other openings. Resumes may not be submitted in lieu of the official application form.

The College is expecting to conduct initial interviews the week of February 23, 2015 and conduct final interviews the week of March 2, 2015. This is an estimated timeline, and is subject to change. The College is closed during the winter break from December 24, 2014 through January 1, 2015 and will re-open on January 2, 2015.

Position is offered contingent on funding. We reserve the right to withdraw, extend the filing date, reopen, or delay filling this position. Recruitment may continue until the position is filled.

COLLEGE OF THE CANYONS
26455 Rockwell Canyon Road, Santa Clarita, CA 91355
www.canyons.edu