

Job Description

Position Title: Learning Center Support Specialist

Job Family: Administrative Support

Job Level: Support & Service - Intermediate

FLSA Status: Non-Exempt

Salary Grade: 02

Position Summary:

The Learning Center Support Specialist performs a variety of support duties for the Campus Learning Centers and Computer Commons performing a full range of advanced student, clerical, and office support duties. Provides information and assistance to the college and the public. Generates reports, requisitions, and monitors budgets and invoices. Updates and manages department files and records. Schedules department meetings. Assists students with use of Computer Commons and Learning Center.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Provides advanced support to Learning Center staff and tutors by answering, screening and directing phone calls; reviewing and responding to emails; preparing and proofing reports, letters, spreadsheets and requisitions; and takes notes. Enters data into systems and spreadsheets.
2. Provides support and assistance to students using computers in Computer Commons with Office and Google programs, printing, D2L, and others. Submits and tracks IT tickets for issues that occur in Computer Commons.
3. Serves as first point-of contact for inquiries, complaints, and concerns. Interacts with students, faculty, staff, and the general public to answer questions concerning processes and procedures or confidential issues or concerns.
4. Gathers, assembles, enters, updates, and distributes a variety of department or college specific information, forms, records, and data as requested.
5. Tracks financial activity and departmental budgets; reviews financial transactions and other documents for accuracy and availability of funds; ensures compliance with laws and College regulations and policies. Coordinates projects with Learning Center staff and managers.
6. Develops and implements training for staff (FWS). Functions as a liaison between students, faculty, staff, and the general public.
7. Orders and maintains materials and supplies.
8. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of administrative procedures and practices
2. Knowledge of internal and external customer service principles and practices
3. Knowledge and application of organizational and time management principles
4. Skill in effective communication (both written and oral)
5. Skill in performing a variety of duties, often changing from one task to another of a different nature
6. Skill in positive, productive, and flexible customer service
7. Ability to adapt and maintain professional composure in emergent and crisis situations
8. Ability to apply effective and accurate data entry and typing skills
9. Ability to develop and maintain effective and positive working relationships

Supervision:

- Provides lead work, advises and/or guides students and temporary workers. May organize, set priorities, schedule, and review work. May interview and make recommendations on hiring, and provide input into performance reviews.

Independence of Action:

- Work is routinely monitored by supervisor/manager; detailed instructions and procedures are generally provided.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Organizational Culture: Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.
- Student Success: Allows the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- High school diploma or GED required.
- Associates Degree/Vocational or technical training in office management preferred.
- One (1) to Three (3) years of related experience providing technology general office support required.
OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to position or transport light to moderate (up to 20 pounds) amounts of weight, including computer equipment; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Occasional work evenings or weekends
- Pre-employment Background Check Required
- May need DMV Check/Current and Valid AZ Driver's License