

On-Campus Job Description



To apply: Go to https://wenatcheevalleycollege.formstack.com/forms/career_services to submit your information to see if you are eligible for funding.

Job Title & Number of Positions Avail.	Customer Support Specialist 1 (4 positions available)
Department/ Location	Technology Department (On-Campus)
Rate of pay	\$16.09hr
Supervisor	Jason Hetterle
Duties and Responsibilities	<ul style="list-style-type: none">• Manages all incoming telephone calls for the college; provides information and assistance; transfers to proper extensions; provides quality customer service.• Responds to client/customer questions or issues related to accessing and using services and agency specific web tools, applications and/or online systems• Use computer applications to document and track customer issues, then relay to the appropriate person to perform website updates.• Use chat applications to contact departmental staff in researching questions.• May assist departments with special, short-term projects such as phone call campaigns, mailings and other special projects.• Relays information regarding campus activities, training for community and college programs.• Provides office support for technology department operations.• Maintains information on relevant deadlines, special events, general FAQs, main departmental contacts, and department services.• Maintains list of campus and departmental hours.• Assist with the Live Chat Chatbot on the website• Performs related duties.
Minimum Qualifications	<ul style="list-style-type: none">• GED or High School graduation

	<ul style="list-style-type: none"> • One year of experience providing assistance to clients/customers regarding inquiries, complaints or problems preferred. • All WVC employees must obtain COVID vaccination or submit a medical or religious exemption
Preferred Skills	<ul style="list-style-type: none"> • Knowledge of customer service principles and practices. • Knowledge of computers and job-related software programs. • Knowledge of multi-line telephone system operation principles. • Skill in decision making and problem solving. • Skill in interpersonal relations and in dealing with the public. • Skill in oral and written communication. • Skill in working effectively with a wide range of constituencies in a diverse community.
Educational Benefit	<p>Student will learn the basics of working in an office environment, including working as part of a team and customer service skills. They will also gain knowledge of college programs, departments, services, Family Educational Rights and Privacy Act (FERPA), and college policies and procedures.</p> <p>This position is a good match for students pursuing career pathways in administrative services, education, student services, and communications.</p>

04/22/21 (CRB)

Wenatchee Valley College is committed to a policy of equal opportunity in employment and student enrollment. All programs are free from discrimination and harassment against any person because of race, creed, color, national or ethnic origin, sex, sexual orientation, gender identity or expression, the presence of any sensory, mental, or physical disability, or the use of a service animal by a person with a disability, age, parental status or families with children, marital status, religion, genetic information, honorably discharged veteran or military status or any other prohibited basis per RCW 49.60.030, 040 and other federal and state laws and regulations, or participation in the complaint process.

The following persons have been designated to handle inquiries regarding the non-discrimination policies and Title IX compliance for both the Wenatchee and Omak campuses:

- *To report discrimination or harassment: Title IX Coordinator, Wenatchi Hall 2322M, (509) 682-6445, title9@wvc.edu.*
- *To request disability accommodations: Student Access Coordinator, Wenatchi Hall 2133, (509) 682-6854, TTY/TTD: dial 711, sas@wvc.edu.*