Notice of Vacancy  10/24/2014
Division of Institutional Advancement & Community Engagement  FY15-09
CAREER SERVICES REPRESENTATIVE
MCCC/ Full time Unit Professional with full benefits
Application deadline  5PM- 11/7/2014

Position Summary: To determine eligibility of customers and non-traditional students for Corporate and Community Education and Life Long Learning Programs; perform all administrative tasks associated with enrollments, and career placements; provide premier customer service.

Supervision received: Reports directly to Director of the Corporate College & Continuing Education
Supervision exercised: None

Essential Functions:

Performs customer service functions for non-traditional students and customers participating in Corporate and Continuing Education, (CCE) and Life Long Learning, (LLL) Programs and Services. Markets CCE & LLL programs and services; provides information, researches problems, and initiates problem resolution; handles difficult/irate complaints and refers situation to proper person; explains and recommends proper workshops for non-traditional students and customers; answers questions pertaining to unemployment;

Determines eligibility for CCE Programs including conducting status review interviews; obtains registration information and completes necessary forms; codes Corporate and Community Education and Life Long Learning enrollments; processes forms; administers evaluation assessment tests; interprets and scores test results; schedule and confirms appointments for career placement orientations/workshops; coordinates seminars;

Performs administrative tasks associated with department activities such as reporting statistics; prepares enrollments, placements, completions, referrals, status changes, contracts, reports, forms, and general correspondence; receives or refers referral forms, internships, reports, testing sheets, manuals, and reference materials;

Must be proficient in the full Microsoft Office Suite (Microsoft Word, Excel, PowerPoint), Publisher, Survey Creation and Data Collection; have strong written and verbal communications and interpersonal skills, and the ability to coordinate, oversee, and manage numerous projects simultaneously;

Interacts with various agencies/individuals and participates in staff meetings, or other meetings; communicates with supervisor, employees, other departments, non-traditional students, faculty members, program administrators, customers, vendors, outside agencies, and other individuals to coordinate activities, review status of work, exchange information, or resolve problems;

Maintains professional knowledge in applicable areas and maintains a working knowledge of CCE Services and LLL program; reads professional literature; attends conferences, workshops, and training sessions;

MINIMAL QUALIFICATIONS, TRAINING AND EXPERIENCE

- Bachelor’s degree in Business Administration, Psychology, Sociology, or closely related field.
- One (1) years’ experience; higher education experience a plus.
- Ability to work flexible hours during peak periods.
- General office/administrative work; or an equivalent combination of education, training, and experience.
- Ability to perform basic math, the ability to calculate decimals and percentages, perform mathematical operations with fractions, and the ability to compute discount, interest, profit and loss, ratio and proportions.
- Ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.
- Ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.
**Work Hours:** 10:00am – 6:00pm with the ability to be flexible during peak periods which will be determined by the needs of the business. Work day can range from 8:00am – 6:00pm totaling 37.5 hours per week.

**Compensation:** Roxbury Community College pays a competitive salary for this position and includes a broad benefits package. **Annualized Salary Range:** $36,561 - $53,012. The actual Salary will be determined by the Salary Guidelines of the MCCC Collective Bargaining Agreement.

**Application Deadline:** The applications will be accepted until 5 PM on Friday November 7, 2014

**To Apply:** To ensure full consideration, send your resume, a letter of interest, salary history, and three references, to:

Roxbury Community College  
Re: Search Committee – Career Services Representative  
1234 Columbus Avenue  
Roxbury Crossing, MA 02120  
Email: jobs@rcc.mass.edu  
For more information you may visit us at [www.rcc.mass.edu](http://www.rcc.mass.edu) or [www.rcc.mass.edu/hr](http://www.rcc.mass.edu/hr) to find out more about employment at Roxbury Community College.

Appointment is subject to SORI (Sexual Offense Registry Information) background check, and a publicly accessible Massachusetts CORI (Criminal Offense Registry Information) background check.

**Roxbury Community College** is an affirmative action/equal opportunity employer and does not discriminate on the basis of race, color, national origin, sex, disability, religion, age, veteran status, genetic information, gender identity or sexual orientation in its programs and activities as required by Title IX of the Educational Amendments of 1972, the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Title VII of the Civil Rights Act of 1964, and other applicable statutes and college policies. The College prohibits sexual harassment including sexual violence. Inquiries or complaints concerning discrimination, harassment, retaliation, or sexual violence shall be referred to the College’s Affirmative Action Officer/Title IX Coordinator, the Equal Employment Opportunities Commission or the United States Department of Education’s Office for Civil Rights.