



STATE OF COLORADO
invites applications for the position of:

Administrative Assistant II at ACC Parker Campus

This position is open only to Colorado state residents.

CLASS TITLE: ADMINISTRATIVE ASSISTANT II

LOCATION: Douglas County, Colorado

PRIMARY PHYSICAL WORK ADDRESS: Arapahoe Community College, 15653 Brookstone Drive, Parker, CO 80134

SALARY: \$2,783.00 - \$3,011.00 Monthly

HIRING PAY RATE: Plus 7.5% shift differential on all applicable hours. Starting salary range not negotiable.

FLSA STATUS: Non-Exempt; position is eligible for overtime compensation.

OPENING DATE: 09/13/17

CLOSING DATE: 09/15/17 04:00 PM

JOB TYPE: Full Time

DEPARTMENT INFORMATION:



GJB-000232-09/17

Note: Work Schedule for this position will be Monday - Thursday 1:00 p.m. - 10:00 p.m. and Friday 8:00 a.m. - 5:00 p.m. Occasional Saturdays or mornings will need to be worked to accommodate the needs of the department.

DESCRIPTION OF JOB:

Duties: This full-time position is located in the Community and Workforce Partnerships Division at Arapahoe Community College - Parker Campus. Primary duties and responsibilities include: provide administrative support to students, staff, instructors, and business associates, serve the academic and administrative needs as the front desk receptionist for visitors, students, faculty and staff. Greet customers at the counter, answer a multi-line phone system, answer general questions, proctor tests, assist with registration process, utilize room scheduling software to schedule rooms, generate and post daily schedules. Export class schedules from EMS to Excel spreadsheet and transport documents to Corktop software to power digital signs on campus. Process parking permits and student ID's. Assist faculty with classroom needs such as extra chairs/tables, additional laptops in classrooms, etc. Provide first line technology support for visitors, students, faculty and staff. Assist with log on issues, projector units, VCRs, DVDs, printers, etc. Assist with the duties required to keep a clean campus environment. Position will be responsible for closing the campus each day and making sure all equipment is turned off. Position may provide back-up assistance at the Castle Rock Campus as needed. Utilize several computer programs such as

Banner for student information, Microsoft Office on a daily basis to include Word to compose correspondence, reports, edit and distribute memos, etc. and Excel to update and maintain various databases; Outlook to maintain calendars and appointments.

MINIMUM QUALIFICATIONS, SUBSTITUTIONS, CONDITIONS OF EMPLOYMENT & APPEAL RIGHTS:

Minimum Qualifications: Twenty-four months (24) of clerical experience as listed above which includes experience working as a front desk receptionist, assisting internal and external customers. In order to be considered for this position, your clerical experience and experience working at a front desk providing receptionist help must be documented on your application. Daily interaction with students, faculty and staff require that this position have strong interpersonal, communication and organizational skills. Candidate must have experience providing excellent customer service and interfacing with a variety of people from many levels within the organization and community. Computer literacy is a must. Do not use "see resume" statements on application. Your application must be completed in its entirety documenting your clerical experience. **(Part-time experience will be pro-rated)**

Substitutions: College, university or non-correspondence business school course work from an accredited institution may substitute for the experience on a year for year basis. However; there is no substitution for the experience working as a front desk receptionist, assisting internal and external customers. A copy of your transcript verifying the required credits must be received by application deadline.

Applicants who wish to qualify based on education completed outside the United States must be deemed equivalent to higher education programs of U.S. institutions by an organization that specializes in the interpretation of foreign educational credentials. This documentation is the responsibility of the applicant and should be included as part of your application materials. **NOTE:** Arapahoe Community College does not recognize academic degrees from schools that are not accredited by an accrediting institution recognized by the United States Department of Education. Any applicant falsely claiming an academic degree from an accredited school will be subject to actions ranging from disqualification from employment consideration to removal from employment at Arapahoe Community College.

Conditions of Employment: Must possess and maintain a valid State of Colorado driver's license to independently drive from campus to campus, attend meetings, etc. Must submit to and successfully complete a pre-employment background check which will include a motor vehicle report (MVR) as a condition of hire. Felony convictions or conviction of crimes of moral turpitude or convictions of misdemeanors related to job duties may disqualify you from consideration for this position. Should your background check reveal any charges and convictions, it is your responsibility to provide ACC Office of Human Resources with an official disposition of the charges. Must have the ability to handle sometimes difficult phone calls while relaying a professional attitude under all working circumstances. Must maintain a high level of confidentiality at all times.

Preferred Qualifications: *Please provide a detailed description on your application of your relevant work experience and document examples of your work in relation to the following:* Experience answering a multi-line phone system. Prior experience working in a busy front office. Minimum of one year customer service experience. Experience involving a wide range of clerical responsibilities. College degree in Business or similar field from an accredited institution. Familiar with a variety of exams such as CCPT, CLEP, correspondence exams, etc. Experience with Microsoft Office 2007 or higher to include Word and Excel. Prior experience entering information into a database. Experience working with a student information system such as Banner or similar system. Prior work experience at a community college or other academic environment. Excellent organizational skills; attention to detail (ability to check for typographical, grammatical and spelling errors, etc.); ability to multitask and be a self-starter; excellent communication skills in person and on the telephone; excellent written communication skills. Experience with problem solving processes. Knowledge in extracting information from Excel spreadsheets. Ability to deal with a diverse population with discretion and tact.

Appeal Rights: If you receive notice that you have been eliminated from consideration for the

position, you may protest the action by filing an appeal with the State Personnel Board/State Personnel Director within 10 days from the date you receive notice of the elimination.

Also, if you wish to challenge the selection and comparative analysis process, you may file an appeal with the State Personnel Board/State Personnel Director within 10 days from the receipt of notice or knowledge of the action you are challenging.

Refer to Chapters 4 and 8 of the State Personnel Board Rules and Personnel Director's Administrative Procedures, 4 CCR 801, for more information about the appeals process. The State Personnel Board Rules and Personnel Director's Administrative Procedures are available at www.colorado.gov/spb.

A standard appeal form is available at: www.colorado.gov/spb. If you appeal, your appeal must be submitted in writing on the official appeal form, signed by you or your representative, and received at the following address within 10 days of your receipt of notice or knowledge of the action: Colorado State Personnel Board/State Personnel Director, Attn: Appeals Processing, 1525 Sherman Street, 4th Floor, Denver, CO 80203. Fax: 303-866-5038. Phone: 303-866-3300. The ten-day deadline and these appeal procedures also apply to all charges of discrimination.

SUPPLEMENTAL INFORMATION:

Important Note To Applicants: Former employees of the Colorado Community College System or one of its 13 colleges, who were disciplinary terminated or resigned in lieu of termination, must disclose this information on your completed application.

The Assessment Process: Colorado Revised Statutes require that all state employees be hired and promoted through comparative analysis of merit and fitness. Part or all of the assessment for this position will include a review of your application material. Applications will be reviewed by a Human Resource Specialist and/or Subject Matter Experts to determine if you meet the minimum requirements for the position. They may also use the application material to assess and rank applicants who meet the minimum requirements, to cut to a top group for additional assessment, or establish an eligible list for referral to the hiring manager for final consideration.

Be sure your application material specifically addresses your qualifications, experience, work products, and accomplishments as they relate to the Duties, Education and Experience Requirements, and Preferred Qualifications sections as listed above. Upload additional pages if necessary to fully explain your experience and accomplishments. Failure to include adequate information or follow instructions by the deadline for application may result in your application not being accepted for this position and may affect your inclusion as a qualified candidate in any of step of the selection process and placement on the eligible list.

For information regarding Arapahoe Community College Security, including crime statistics for the campus and surrounding area, please see the ACC Campus Police website under "Campus Safety": <http://www.arapahoe.edu/student-resources/campus-safety/clery-act> <http://www.arapahoe.edu/student-resources/campus-safety/crime-statistics> For a hard copy report please contact 303-797-5800.

Equal Opportunity Employer: Arapahoe Community College *does not discriminate on the basis of sex/gender, race, color, age, creed, national or ethnic origin, physical or mental disability, veteran status, pregnancy status, religion, genetic information, gender identify, or sexual orientation in its activities, programs, or employment practices as required by Title VI, Title VII, 1964 Civil Rights Act; Title IX, Education Amendments of 1972; Age Discrimination in Employment of 1967; Section 504 of the Rehabilitation Act of 1973; Vietnam Era Veterans' Readjustment Assistance Act (VEVRAA) of 1974, Pregnancy Discrimination Act of 1978; Genetic Information Nondiscrimination Act of 2008; and the Americans with Disabilities Act (ADA) of 1990.*

Americans with Disabilities Act (ADA) Accommodations: The Americans with Disabilities Act protects qualified individuals with disabilities from discrimination in the workplace. The ADA applies to all areas of employment, including pre-employment and employment testing. Candidates wishing to request reasonable accommodations must do so at least three days prior to

the administration of the exam.

If you are an individual who wishes to request reasonable accommodations for an exam, refer to the contact information on the exam scheduling notice or on the specific job announcement.

Pregnancy Related Accommodations, Colorado Anti-Discrimination Act (CADA): The Colorado Anti-Discrimination Act allows applicants to request a reasonable accommodation for health conditions related to pregnancy or the physical recovery from childbirth.

If you are an individual who wishes to request reasonable accommodations for an exam, you must do so at least three days prior to the administration of the exam. Please refer to the contact information on the exam scheduling notice or on the specific job announcement.

HOW TO APPLY: Thank you for your interest. Submit an on-line application by clicking the link below or submit a State of Colorado Application for Announced Vacancy and all supplemental questions according to the instructions provided below. Failure to submit a complete and timely application may result in the rejection of your application. Applicants are responsible for ensuring that application materials are received by the appropriate Human Resources office before the closing date and time listed above.

TRANSCRIPTS REQUIRED:

An unofficial copy of transcripts must be submitted at the time of application. Transcripts from colleges or universities outside the United States must be assessed for U.S. equivalency by a NACES educational credential evaluation service. This documentation is the responsibility of the applicant and must be included as part of your application materials. Failure to provide a transcript or credential evaluation report may result in your application being rejected and you will not be able to continue in the selection process for this announcement.

IF NOT APPLYING ON-LINE, SUBMIT APPLICATION TO:

Colorado Community College System, Attn. Human Resources, 9101 E. Lowry Blvd., Denver, CO 80230

DEPARTMENT CONTACT INFORMATION:

Christian Losche, 303-797-5644, christian.losche@arapahoe.edu or Teri Ayers, 303-595-1588, teri.ayers@cccs.edu

METHODS OF APPOINTMENT: Appointment to the vacancy or vacancies represented by this announcement is expected to be from the eligible list created. However, at the discretion of the appointing authority, the position(s) may be filled by another method of appointment for a valid articulated business reason.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.colorado.gov/jobs>

Position #GJB-000232-09/17
 ADMINISTRATIVE ASSISTANT II AT ACC PARKER CAMPUS
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THE STATE OF COLORADO IS AN EQUAL OPPORTUNITY EMPLOYER.

Administrative Assistant II at ACC Parker Campus Supplemental Questionnaire

- * 1. Are you willing to submit to a pre-employment background check which will include a motor vehicle report (MVR) as a condition of hire?
 Yes No

- * 2. Do you possess a valid State of Colorado driver's license as required for the position? If so, you must document on your application.

- * 3. Are you willing and able to work Monday - Thursday 1:00 p.m. - 10:00 p.m. and Friday 8:00 a.m. - 5:00 p.m. with occasional Saturdays or mornings to meet the needs of the department?
 Yes No
- * 4. Explain your experience working as a front desk receptionist, providing first point of contact for customers.
- * 5. Describe your customer service experience.
- * 6. Have you used Corktop software? If so, explain at what job and how you used the software.
- * 7. Explain the extent of your experience working with Excel spreadsheets and how you have used them in the work environment.
- * 8. Explain your level of experience using Microsoft Word.
- * 9. Describe any computer skills and programs you feel comfortable utilizing and explain how you have used them.
- * 10. Do you have experience working with a student information system such as Banner or similar system? If so, explain your experience.
- * 11. Do you have prior work experience in a community college or other academic environment? If so, please explain.
- * 12. Do you have experience proctoring exams? If so, explain your experience and what exams.
- * Required Question