Campus Assistance Center Operator

DESCRIPTION OF JOB:

The Operator will assist the Supervisor of Campus Assistance Center with management of the Campus Assistance Center. The position will also work closely with Security to provide an additional resource for the facilitation of communication to the various customers seeking additional information or assistance regarding events or other facilities services.

The Operator will work closely with the Security in emergency response to situations to implement emergency procedures, closely monitor and implement communication and notification systems, and ensure CAC professional and student-staff are trained accordingly. The Operator may be required to serve on business related committees as assigned by the Supervisor.

Successful candidates will have a demonstrated commitment to promoting diversity, inclusion, and multicultural competence in an educational and work environment and must be willing to contribute to the College’s strategic plan of inclusion.

Responsibilities:

1. (75%) Operating the Campus Assistance Center:

This position will be primarily assigned to the second shift (3 pm to 11 pm) to handle the day to day operations of the Campus Assistance center. In addition to work with the shift, this position will be responsible for the Supervision of the Center.

- Train and supervise other professional staff to provide the necessary coverage of the Campus Assistance Center when students are in residence and during the summer months
- Train and supervise student employees in order to provide 24-hour coverage of the Campus Assistance Center when students are in residence and during the summer months
- Oversee maintenance of the Campus Assistance Center site on My.Edgewood
- Implement and supervise the on-call Campus Assistance Center emergency procedures
- Insure that the Campus Assistance Center’s Operations manual is updated regularly to reflect changes and polices as they relate to Campus Emergency Response and Security and Transportation Services
- Continually Review the customer service functions of the CAC. Insure that all campus partners’ expectations for the job performance are being met and attempting to be met. Those expectations need to be reviewed with those partners on regular basis. This will involve meeting with various members of the college community to insure that their expectations are met and the center continues to improve
- Provide training for professional security staff on the operations of the CAC, the procedures, equipment and policies. Conversely, provide training to the CAC staff on security policies, programs and issues as they relate to the operations of the CAC.
- Insure that the emergency plan for the college is intact and working, including the procedures, manuals, responders, and equipment required to perform those tasks are ready whenever they might be needed.
• Insure good working relationships with emergency responders, those include the Madison Police and Fire Department as well as Madison Gas and Electric and other organizations that may need to respond to an emergency. Insure that there is good communications between the Edgewood sister schools both output and input for the campus school and the high school as they relate to information required to perform the duties of the CAC.

2. (25%)
• Provide service for the Facilities and Events staff as directed. The CAC is the initial contact that most visitors and the public have with the college. To the extent possible represents the college in performing basic functions as outlined by the managers of the Facilities and Events operation.
• Direct them to proper area to further explore those possibilities
• Many times the CAC is the focal point for callers wishing to have a facilities related problem answered. This position will establish by working with Facilities Operations to direct proper routing of those contacts
• Make recommendations to various college programs to help improve service to our customer base.

Necessary Education or Work Experience:
• Experience in training personnel in both office procedures and computer applications
• Thorough knowledge of telephone etiquette and customer service protocol
• The ability to think and act quickly in an emergency
• The ability to plan procedures for campus emergencies
• Strong organizational skills are required

Required Knowledge and Skills:
Knowledge of the College policies, procedures and services in skill in written oral communication. Must be capable of accepting the College Mission Statement and working within its guidelines:
• Operator must be professional and responsible for maintaining the friendliness and professionalism of front-line personnel in areas of demeanor and call-handling techniques in order to advance the image of the college
• Ability to resolve conflicts effectively with all departments and offices in the College and the general public

Required Technology Skills:
• Overall proficient skill-level in Microsoft Office which includes: Word, Excel, Power Point, Outlook, and basic computer concepts
• Knowledge of SharePoint is a plus
• Willingness and ability to learn new software

Other Qualifications:
Demonstrate multicultural competence – the awareness, knowledge, and skills needed to work with others who are culturally different from self in meaningful, relevant, and productive ways.

The candidate must actively support the mission of the college by working with faculty, staff and students to share in our core values - truth, compassion, justice, partnership, and community.
To apply: Send a letter of application, resume, and references to:

Edgewood College
Human Resources – CACA
1000 Edgewood College Drive
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Equal Opportunity Employer