J. Sargeant Reynolds Community College is the third largest community college in Virginia and offers a variety of programs and services to the residents of the City of Richmond and surrounding counties. Annually, our three campuses serve over 19,000 credit students and provide training for an additional 15,000 students through the Community College Workforce Alliance. Over the years, we have educated more than 300,000 people in the Richmond area. Additional information is available at the College’s Website: www.reynolds.edu.

Reynolds is seeking applicants who share in its commitment to students and teamwork. The College supports a culture of life-long learning, celebrating its diversity, and recruiting and retaining star quality employees. It is currently seeking applicants for the position of Administrative & Office Specialist III, Pay Band 3. This position will be assigned to the Office of Institutional Effectiveness/Information Center, Workforce Development and Conference Center, Parham Road Campus, 1651 E. Parham Road.

**TYPE OF APPOINTMENT:** Full-time classified positions with state benefits.

**DUTIES:** The Customer Service Representative will respond, as the first point of contact, to inbound calls that are received in the Information Center, answering a myriad of questions including but not limited to: admissions, financial aid, scholarships, Blackboard, and interpretation of college policies and procedures. This position will also provide telephone back-up support to the Office of the President and will provide assistance in the resolution of problems through referral and research.

**QUALIFICATIONS REQUIRED:** Considerable working knowledge of customer service principles and practices. Demonstrated ability to analyze and research caller inquiries to determine the needs of the caller, resolving or referring issues as necessary while utilizing active listening and critical thinking skills. Demonstrated skills in the use of a multi-line phone system. Demonstrated ability to communicate effectively, orally and in writing, with a diverse population; and possess strong interpersonal skills. Demonstrated ability to operate a personal computer with current Microsoft software applications; and proficient use of the internet. High school diploma or equivalent. Selected candidate must be able to pass the college’s pre-employment security screening.

**QUALIFICATIONS PREFERRED:** Associates degree preferred. Current experience in the use of PeopleSoft Student Information System and Blackboard. Current experience in a busy call center environment is also preferred.

**PAY BAND RANGE:** $24,479 - $54,653

**STARTING SALARY:** Approximate starting salary: $24,479- $30,406, based on related full-time experience and pre-employment salary.

**APPLICATION DEADLINE:** Applications will be accepted through October 24, 2014.

**APPLICATION PROCESS:** To apply for this or any other vacant Reynolds position, please visit the Virginia Jobs website http://jobs.virginia.gov/.

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*J. Sargeant Reynolds Community College does not discriminate on the basis of age, color, disability, family medical history or genetic information, military service, national origin, parental status, political affiliation, race, religion, sex (including pregnancy and gender identity), sexual orientation, or any other non-merit based factor in its employment opportunities, programs, services, and activities. Employment-related inquiries regarding the college’s nondiscrimination policy should be addressed to: EEO Officer, EEO@Reynolds.edu, (804) 523-5877.*