

HILLSBOROUGH COMMUNITY COLLEGE

CLASS SPECIFICATION

Class Title: Client Services Representative

Approval Date: May 18, 2006

Level: J

FLSA Status: Non-exempt

Class Code: N1026

Approved by: College President

GENERAL DESCRIPTION

Provides administrative support to assigned office(s) to ensure effective and efficient daily office operations of The Corporate Training Center. Duties include processing individual and client registrations, accurate accounting of all monies received, maintaining records/logs to monitor confidential records, receptionist duties, handling calls and inquiries, preparing correspondence, reports, and other office support materials.

KEY RESPONSIBILITIES

% OF TIME

1.*	Prepares, processes, and inputs course registration, grades, and various other forms associated with individual and client registration.	30%
2.*	Performs daily cash receipting and depositing of all monies received.	5%
3.*	Creates, maintains and monitors all confidential records.	15%
4.*	Maintains appropriate records and/or logs for tracking and reconciliation purposes.	10%
5.*	Performs office automation work requiring the use of software applications and computer equipment. Prepares correspondence, reports, technical documents, graphs/charts, forms and other office support materials.	15%
6.	Responsible for initiating and carrying out a variety of administrative and detailed duties as assigned.	10%
7.	Responds to personal and telephone inquiries providing correct information and maximum assistance to the caller.	10%
8.	Provides general clerical support to include typing and word processing.	5%
9.	Performs other similar and related duties as required.	

* Indicates an "essential" job function.

<i>Class Title:</i> Client Services Representative	<i>Class Code:</i> N1026	<i>Level:</i> J
KEY JOB REQUIREMENTS		
<i>Education:</i>	Associate's Degree or Two-year College equivalent required.	
<i>Experience:</i>	2 to 3 years prior related work experience required.	
<i>Planning:</i>	Plans events that are expected to occur from one to four weeks in the future or on a monthly basis. Scope of planning is department or equivalent.	
<i>Impact of Actions:</i>	<i>Operating Budget Responsibilities:</i> Provides incidental services indirectly related to the use of misuse of expense or revenues. <i>Grant Fund Responsibilities:</i> No impact on grant funds. <i>Revenue Generating Impact:</i> No impact on revenues.	
<i>Impact of Decisions:</i>	Moderate responsibility for making recommendations or decisions, which typically affect department, but may at times affect the operation, services, individuals, or activities of others outside department.	
<i>Complexity:</i>	Work is complex and varied and requires the selection and application of technical and detailed guidelines.	
<i>Decision Making:</i>	Ongoing supervision is provided on an "as needed" basis. Some independent judgment is necessary to select and apply the most appropriate of available procedures.	
<i>Problem Solving:</i>	Problems generally involve the selection of standard procedures, organizing work, and checking results. Answers are usually found by selecting from specific choices defined in standard work policies or procedures.	
<i>Communications with Others:</i>	Requires regular contacts to carry out programs and to explain non-specialized matter, or occasional contacts with officials at higher levels on matters requiring cooperation, explanation, and persuasion. Requires regular contact with outside agencies.	
<i>Supervision of Others:</i>	Has responsibility or authority, which is limited to the direction of student or temporary workers. Nature of work supervised is limited to highly standardized routine administrative duties.	
<i>Job-Related Knowledge:</i>	Requires extensive knowledge of a distinct trade or technical function. Knows policies and procedures, and can recommend a course of action based upon guidelines, modifying existing methods, procedures or forms as necessary. May work with software applications and data retrieval.	
<i>Innovation/ Creativity:</i>	Work requires improving methods or procedures affecting delivery of service to selected customers or students or the completion of small projects.	
<i>Working Conditions/ Physical Effort:</i>	Work requires only minor physical exertion and/or physical strain. Work environment involves only infrequent exposure to disagreeable elements.	
<i>Nature of Work Supervised:</i>	Nature of work supervised is primarily technically oriented or complex.	
<i>Job-Related Knowledge:</i>	Intermediate Skills: Has Knowledge of office or operational procedures. Performs basic typing/work-processing, bookkeeping, checking of records and posting of information to a database/spreadsheet, following written or verbal instructions.	
<i>Innovation/Creativity:</i>	Occasional involvement in projects that result in new ideas or methods. Improved methods generally affect my immediate department.	
<i>Working Conditions/ Physical Effort:</i>	Work requires only minor physical exertion and/or physical strain. Work environment involves only infrequent exposure to disagreeable elements.	