Colorado State University
Center for Advising & Student Achievement
Position Description: *Customer Service and Communication Specialist*

Mission and Goals

The Center for Advising and Student Achievement's (CASA) mission is empowering students to create and achieve their personal and educational goals. CASA is a dynamic organization that integrates the curricular and co-curricular experiences for students and creates inclusive communities that have positively impacted the academic success, retention and graduation of CSU students. CASA's goals are to:

1. Positively impact retention and graduation by providing innovative and intentional programs and services.
2. Enhance learning by engaging students in curricular and co-curricular experiences.
3. Support successful student transitions to and through the university.
4. Provide opportunities for students and staff to create meaningful connections.
5. Foster a thriving, healthy, inclusive work environment that encourages growth.
6. Promote a welcoming and diverse environment in which students learn about others with backgrounds and experiences different from their own.

Organizational Structure

CASA reports to both Academic Affairs and Student Affairs and is made up of the following student service units: Advising for Undeclared Students, Community for Excellence Scholar Programs, Key Communities, Orientation and Transition Programs, Outreach and Support Programs, and Health Professions Advising. In all its activities, the Center emphasizes and enhances students' abilities and assets, and supports the campus priority for a diverse and supportive learning environment. Along with student service units, CASA has four support areas, which include the Welcome Center, budget, human resources, and technology; along with oversight of the undeclared student computer labs.

CASA has 47 full time staff, 187 student staff, and one graduate assistant; providing services to a large volume of students (6,400 incoming students, all second year students, 500 students involved in Key Communities, over 11,000 student appointments, 23,000 phone calls, 1,200 appeals and 5,000 Scholastic Standard Letters). CASA is a complex enterprise overseeing a 4.7-million-dollar operational budget, including student fees, state appropriated, and auxiliary funds; along with stewardship of 1.7 million-dollars for scholarships, scholar programming, and endowments.

The Customer Service and Communications Specialist will report to the Office Manager, and work closely with each Director to determine central support functions, and varying approaches to customer services based on unit functions. Additionally, the position will work closely with the Executive Director in regard to the office marketing and branding responsibilities. This staff will be a member of the Business Operations and Support Staff Unit and will work independently and collaboratively with CASA colleagues as well as with colleagues across campus within other departments.

Position Overview

The Center for Advising and Student Achievement (CASA) is looking to hire a Customer Service

and Communications Specialist who will inspire students to build a better world by creating a welcoming environment and providing communication about our services. This is a full-time, Administrative Professional position overseeing a team of up to 15 Customer Service Representatives working toward achieving service excellence by greeting and assisting students in navigating our various services and programs. Colorado State University (CSU) students look to CASA for advice from our Academic Success Coordinators and Health Professions Advisors, for assistance in orienting and transitioning into CSU from our Orientation and Transition Programs team, for personal growth and academic support from our outreach and scholar programs, and for academic guidance and community support from our Key Communities and Community for Excellence staff.

Along with service excellence, you will be challenged to creatively and effectively communicate CASA's comprehensive services offered to students and campus partners. Additionally, in the fall of 2017, CASA will undergo a name and location change that will challenge you to create and develop effective marketing strategies to announce this monumental change to the campus community.

This position is well suited for someone who seeks to provide clear and effective communication, believes in service excellence, and has the desire to supervise and mentor young people. Individuals who strive to be their best each day, and enjoy sharing this positive attitude to inspire student staff to do the same will do well in this position. Does this sound like you? If so, apply today. Visit our website at casa.colostate.edu to learn more about us.

Minimum Qualifications:

- Bachelor's Degree in Communication, Business, Journalism, Social Science or other related human services degrees.
- Experience providing excellent customer service and creating communication materials.
- Knowledge of MS Office Package and web-based content management system.

Preferred Qualifications:

- Experience working in a fast-paced environment, dealing with a large volume of customers.
- Experience in oral and written communication such as providing customer service, developing/delivering presentation content/materials; writing reports, proposals, professional correspondence, etc.
- Experience in providing service for diverse community populations.
- Demonstrated commitment to and support of a diverse work environment.
- Demonstrated resourcefulness and ability to investigate inquiries and disseminate information to a variety of audiences.
- Demonstrated experience with market analysis, web analytics, and/or evaluation of communication metrics.
- Demonstrated experience creating visual content with a natural eye for design, whether that is original photography, basic graphic and web design, or shooting and editing video.
- Demonstrated ability to work independently and remain self-motivated to learn and grow through professional development.

To apply: https://jobs.colostate.edu/postings/40294

Employment Classification: Administrative Professional (AP), FTE
Employment Start Date: Feb. 20, 2016
Salary: $39,000 plus benefits
Web site: www.casa.colostate.edu

CSU is an EO/EA/AA employer and conducts background checks on all final candidates.