Position Vacancy Notice
PT Customer Service Assistant (Spanish Speaker)
Posting date: 10/14/19

College Overview
Hudson County Community College (HCCC) is an award-winning, comprehensive urban college with three campuses located just minutes from Manhattan in Jersey City, Secaucus, and Union City, New Jersey. The Journal Square campus sits in the center of Jersey City, next to a major PATH station and transportation hub, while the North Hudson Campus in Union City sits adjacent to a vital light rail station; the Secaucus campus has abundant parking.

Fully accredited by the Middle States Commission on Higher Education, the College offers courses and classes in a wide variety of disciplines to the people and businesses of Hudson County, one of the most historic and ethnically diverse areas of the United States. HCCC was recognized with the 2012 Association of Community College Trustees (ACCT) Northeast Regional Equity Award, was one of just five finalists for the American Association of Community Colleges’ (AACC) Student Success Award, and was presented with a series of New Jersey Business & Industry Association’s Good Neighbor Awards: 2009 for the Culinary Conference Center, 2012 for the North Hudson Campus, and 2015 for the award-winning Gabert Library. In 2017, the College acquired the CarePoint School of Nursing (formerly Christ Hospital School of Nursing) and has since transitioned it to the fully-accredited HCCC School of Nursing, with its students performing among the highest in New Jersey on their NCLEX exams. In 2019, the College joined Achieving the Dream as part of its expanding efforts towards continuous improvement in its student success work. The Culinary Arts Institute is continually recognized as one of the finest in the nation.

The Division of Continuing Education and Workforce Development is an exciting and entrepreneurial office within the College, which offers a wide variety of non-credit classes, courses, seminars and training sessions for the community. These offerings are focused on revitalizing careers, upgrading skills and credentials, growing businesses and pursuing pastimes and passions. Additionally, the HCCC Center for Business & Industry (CBI) is the area leader in developing and delivering educational classes and programs for Hudson County’s businesses, organizations, and individuals. Join a winning team focused on serving the educational training needs of the Hudson County business community.

Reporting to the Assistant Director, the Customer Service Assistant (CSA) provides professional educational support services and assistance to all students and prospective students at both the Journal Square and North Hudson Campuses for Continuing Education and Workforce Development courses. Because the CSA is often the first person to greet visitors and students, whether in person or on the telephone, the CSA is expected to communicate effectively with students, instructors, and staff while projecting a positive self-image of professionalism, confidentiality, courtesy, honesty, and personal integrity at all times. The CSA also works closely with program coordinators to assist with course development, student recruitment, marketing, and administrative support.

Three years of work experience required. Associate’s Degree preferred. Detail-oriented, punctual, and a self-starter. Effective communication, interpersonal skills, and organizational abilities. Bilingual (English & Spanish) required. Ability to identify problems and proactively fix them. Demonstrated conflict resolution ability and experience working with deadlines. Computer literate with strong working knowledge of Microsoft Office Suite including Outlook, Word, Excel and experience with Ellucian (formally Datatel) Colleague or similar higher education platform preferred.
Applications
For full consideration please send resume, cover letter, salary expectations and a list of three professional references to Chastity Farrell at cfarrell@hccc.edu.

For additional information and employment opportunities at HCCC, please visit:

As a New Jersey First Act Employer, new employees must establish a primary residence in New Jersey within one year unless an exemption applies.

HCCC IS AN EEO/AA EMPLOYER

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