OXY CARD SERVICES COORDINATOR

ITS

POSITION SUMMARY

Reporting to the Assistant Director Technology Applications, the OXY Card Services Coordinator will be responsible for staffing and executing the day-to-day operations of OXY Card Services and managing multiple POS databases.

This position is represented for purposes of collective bargaining by SEIU.

SUMMARY OF DUTIES, RESPONSIBILITIES AND GOALS

The following are essential job accountabilities:

• Manages OXY Card Services day-to-day operations. Assists students, faculty and staff with card related service issues. Produces new and replacement cards, places deposits to debit accounts, executes card key access requests. Maintains office record-keeping systems and supply pars. Produces scheduled and as-needed reports. Assists with the formulation, communication and updating of Standard Operating Procedures.

• Manages administration of POS systems software and interfaces for Campus Dining, the Bookstore, laundry systems, Athletics and Student Activity Center. Oversees the installation, configuration, testing and maintenance of POS cash register hardware.

• Manages POS system reporting. Provides colleagues with timely reports related to Campus Dining (Marketplace, Tiger Cooler, Coffee Cart and Green Bean), Bookstore, laundry systems, Student Activity Center and Athletics transactions to assist with record-keeping, forecasting and financial analysis. Assists with meal plan account management, and reconciliation, reporting and forecasting.

• Assists with summer conference services ID card production, meal plan and access assignments. Provide summer dining hall OXY Card Services coverage.

• Assists with semester enrollment and access encoding – setup. Provides support with end of semester meal plan transfers to rollover along with purges end of use access control assignments.

• Assists in the installation, configuration, testing and maintenance of ID card production and card access control hardware and software.

• Troubleshoots problems with hardware and software. Works with supervisor, outside vendors, Facilities Management, Campus Safety and ITS to achieve solutions. Schedules and oversees all access control on site vendor service calls.

• Communicates effectively orally and in writing. Handles customer interactions graciously. Acts and dresses professionally.
• Performs all duties in a safe manner. Takes appropriate measures to prevent hazards. Reports hazards as needed through proper channels.

• Adapts to changing business and technology needs. Learns and implements new procedures and software as necessary.

• Provides support to other areas of ITS as needed.

• Performs other duties as assigned or requested.

QUALIFICATIONS

• Bachelor’s degree preferred. Applicants with a high school diploma and extensive technology experience and/or technical training will be considered.

• Minimum of 2 years’ experience managing POS software technology (Preferably MICROS) and/or transferable software and hardware applications.

• Requires proficiency in Google Drive, Microsoft Word and Excel, and general knowledge of Microsoft Access.

• Must have a demonstrated aptitude for learning and adapting to new technology.

• Must be able to organize time and materials and work efficiently and accurately under time constraints. Must be quick-thinking and able to effectively problem-solve with minimum supervision. Good verbal and written communication skills in English necessary.

• Must demonstrate excellent interpersonal and customer service skills. Requires the ability to work effectively within a diverse community of students, employees, faculty, staff and others. Must possess a high degree of integrity, ethics and dedication to the mission of the College.

Work Schedule:

The regular schedule for this position is Monday – Friday 9:30 – 6:00 with a ½ hour lunch break. Multiple weekend and evening shifts are required.

This schedule is subject to change. Must be flexible in availability as some system maintenance must be done outside of regular business hours.

APPLICATION INSTRUCTIONS

Please submit a resume and cover letter explaining how your qualifications meet the requirements of the position to resumes@oxy.edu.

As a condition of hire for a staff position and for appointment to a faculty position, Occidental College requires that all candidates who have received a conditional offer of employment complete an application form (if they have not already done so) and consent to a background check. Satisfactory completion of a background check, along with pre-employment verifications and references are required as a condition of employment, but only as permitted by federal, state, and local law, including the City of Los Angeles Fair Chance Initiative for Hiring Ordinance.

We will consider for employment all qualified Applicants, including those with Criminal Histories, in a manner consistent with the requirements of applicable state and local laws, including the City of Los Angeles’ Fair Chance Initiative for Hiring Ordinance.