



Louisiana's
Community & Technical Colleges
Changing Lives, Creating Futures

LOUISIANA COMMUNITY AND TECHNICAL COLLEGE SYSTEM POSITION ANNOUNCEMENT

User Support and Outreach Liaison – FastStart (LJC)

The Louisiana Community and Technical College System (LCTCS) is now taking applications for a **User Support and Outreach Liaison** for the LED FastStart Initiative (Louisiana Job Connection).

SUMMARY:

The business climate in Louisiana is improving dramatically, attracting new and larger corporations to do business in the state. With this tremendous economic expansion arise new challenges, not the least of which is the ability to place qualified job seekers in newly created positions.

Louisiana Economic Development (LED) has developed a website and marketing campaign that will promote a favorable image of the state as a place to live, work and do business that will also meet the talent recruitment needs of employers in the state.

As the User Support and Outreach Liaison for Louisiana Job Connection (LJC), the incumbent will be the primary point of contact for job seekers and all users in need of technical assistance with the LJC website. Responsibilities include attending to users by telephone, email, social media or in person to provide information about the LJC system and services; assist with creating profiles, uploading resumes, posting jobs, completing registration and becoming validated as Louisiana employers; adding or removing administrative personnel from profiles; recording and tracking problems to ensure that appropriate changes were made to resolve users' problems; maintaining records of user interactions or transactions; recording details of inquiries, complaints, or comments, as well as actions taken.

The incumbent will make daily/weekly calls and emails to follow-up on problems, encourage greater participation and offer assistance in user administrative tasks. He or she will also post jobs to the site and be responsible for other types of data entry.

Louisiana Job Connection's User Support and Outreach Liaison will also assist with general record-keeping, representing and report on user engagement and growth of employer and job seeker populations. He or she may also assist in the development and presentation of data or information about LJC to users and prospective users at meetings or other venues.

Responsibilities:

Help Desk & Outreach Support

- Make and receive contact with users by telephone, email, social media or in person to provide information about the LJC system and services
- Assist users as needed with onboarding and profile management tasks
- Track and respond to jobs pending approval and posting to the site and other data entry as assigned
- Record and track problems; report regularly on actions taken
- Record and report all details of inquiries, complaints, or comments
- Resolve employer and job seeker complaints by investigating problems and developing solutions
- Support existing employers toward greater ease of system use and increased engagement
- Pursue and record endorsements and examples of positive user experience

Informing Functional Development

- Assist in monitoring of competition by gathering current marketplace information on product features on other sites
- Help test and evaluate new site features and applications in conjunction with technical development team

Reporting

- Inform management and other team members by developing activity and results reports, such as weekly work plans, and monthly and annual analyses.

Minimum Qualifications:

- Bachelor's degree
- 2 years of experience in customer service, Help Desk support, or high-volume public-access systems troubleshooting
- Strong written and oral communication skills to effectively communicate with all members of the public about the use of a complex software system
- Strong customer service orientation

Desired Experience:

- Software support for high-volume online service or product

- Well organized and self-directed with knowledge in all areas of customer service and public relations
- Able to work at both conceptual and detail level and learn new technologies
- Track and build contacts; experience with Salesforce.com is a plus
- Able to work in a fast-paced, team-oriented environment
- Logical thinker with the ability to work autonomously and handle deadlines

Skill Requirements:

- Proficiency in Microsoft Office products
- Familiarity with telecommunications tools
- Familiarity with CMS-based software products
- Well-developed problem solving ability
- Broad familiarity with coding strategies and key languages

Physical & Environmental Requirements:

- Ability to multi-task and coordinate activities to ensure timely delivery of work production
- Ability to travel and drive own or other vehicle to various locations as needed
- Ability to carry up to 20 pounds on an as needed basis

Additional Requirements:

- Proof of Education
- A valid Louisiana Driver's License
- Proof of motor vehicle insurance

In accordance with LCTCS Policy #6.036, a criminal history check will be conducted on all new hires. LCTCS participates in the federal E-Verify system for identification and employment eligibility purposes.

Compensation:

Compensation will be commensurate with education and work experience.

Application Instructions:

Applicants for this position should submit:

- 1) A cover letter
- 2) A resume (to include date(s) of employment and date(s) educational degrees obtained)
- 3) The names and contact information of three work-related references
- 4) Official transcript(s)

To:

Human Resources Specialist
Louisiana Community and Technical College System,
265 S. Foster Drive, Baton Rouge, LA 70806

or

via e-mail to employment@lctcs.edu

Applications will be accepted until the position is filled.

For more information about the Louisiana Community and Technical College System, visit www.lctcs.edu. LCTCS is in partnership with Louisiana Economic Development FastStart and Louisiana Job Connection.

Louisiana Community and Technical College System is committed to diversity and is an equal opportunity / equal access employer.