

Toni M. Garcia

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7727

I have been employed with the Maricopa Community Colleges since 2001. I have held positions as an Office Coordinator in the Counseling Division and in Facilities Maintenance. Currently, I am serving as a Student Services Technician in the Enrollment Center at Glendale Community College.

10/2016-Present	Student Services Tech. Receive inbound calls from students inquiring about their accounts. Perform outbound calls to students and community members as needed. Assist walk-in students with enrollment process, notate account for documentation and perform account maintenance. Provide one-stop triage and enrollment student services processes and procedures to prospective, current, and former students in person at the Welcome Desk, Admissions & Records Office; including providing accurate information on admissions, course designation information, transcript information, financial aid forms and deadlines, academic programs & certificates, and information on MCCCDC policies and procedures that impact students in the selfservice areas of the GCC Enrollment Center. Process FERPA forms/comments, conduct placement testing interpretation and retest information, schedule Financial Aid appointments, assist students in admissions application online and on paper, assist with drop/add courses in SIS, enter prerequisite comments, & term activate student accounts along with performing tuition calculations. Establish collaborative work relationships with faculty, staff, & community members in a high volume student services area with constant student contact in person, on the phone, and via email. Refer students to appropriate program advisors, campus resources, tutoring, GED information, Maricopa university partner websites. Assist with Call Campaigns regarding enrollment. Work with minimal supervision in a remote environment. Perform other duties as assigned.
07/2015-10/2016	Library Assistant II. Performs complex and varied administrative bibliographic cataloging and public service tasks. Assist patrons in the use of library services. Perform cataloging, acquisition and bibliographic searches. Process daily newspapers, new arrivals of books, dvds and reserves. Run daily report consisting of holds, interlibrary loans/transfers. Maintain library records relating to lost, discarded and reinstated materials. Cash handling, collect fines, deposit monies and related financial record keeping tasks. Establish cooperative working relationships with individuals contacted in the course of performing duties. Shelf books ensuring that all materials are in the correct location. Answer incoming calls and assist or ensure they are transferred to the right department.

10/2012-07/2015	<p>Office Coordinator II. Perform project management duties relating to campus projects/construction. Provide administrative support to the Director of Facilities Maintenance. Schedule appointments and maintain departmental calendar. Oversee/coordinate complex activities and maintain knowledge of project status. Maintain department budget, prepare requisitions and monitor open purchase order balances, petty cash. Maintain financial records with accuracy, prepare spreadsheets demonstrating budget expenditures. Process all hiring documents, create work contracts (RPS) for temporary employees and shift differential for all employees. Coordinate presentations, lectures and trainings. Provide supervision to staff, temporary, custodial and groundskeeper. Perform HCM responsibilities such as monitor, input and approve work schedules, time and absences. Respond to work</p>
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	<p>requests and inquiries via email or phone call. Ensure and adhere to compliance, policy and procedures. Maintain files, bookkeeping and related procedures and analysis while updating as needed. Respond to work orders, helpdesk request to completion. Assist and communicate with vendors, contractors, administrators, students, faculty members frequently. Direct community members with concerns/complaints to appropriate department or assist if possible. Compile and maintain complex/confidential documents (departmental, vendor and employee issues). Attend meetings (work order, project management) and provide meeting minutes. Produce spreadsheets, reports, agendas and other written correspondence. Provide direction/assistance to office support and temporary employees. Identify, monitor and provide training and other professional growth opportunities. Address quality control deficiencies within department covering all areas. Monitor time and labor to ensure accuracy in time reporting and compliance with ACA/ASRS. Perform work order transactions via Faciligence (maintenance management software). Manage employee cell phone program. Liaison to college project management team. Ability to maintain confidentiality. Process travel/registration forms. Participate in hiring, evaluation, discipline and termination activities. Review proposals and contracts. Interface with District FP&D (processing of Project Initiation Forms (PIF) & Major Maintenance funding to include extensive data and justification. Submit purchase of products, materials and equipment. Identify, recommend, develop and implement policy, practices and work standards geared toward workplace safety. Responsible for coordination of events (event planning) to consist of employee recognition, retirement and promotional accolades. Responsible for the organization and maintenance of inventory, logs and records. Oversee quality assurance activities, provide staff mentoring. Work closely with campus staff and dignitaries with regard to grand openings or building completion ceremonies. Ensure equipment is safe and sanitary for use. Provide assistance to staff and perform other duties as needed.</p>
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09/2001-10/2012	Office Coordinator II. Provide administrative support to Full-Time/Adjunct Counseling Faculty members and Disability Resource Coordinator. Schedules appointments and maintains division calendar. Maintain departmental budget, order supplies, prepare requisitions and petty cash. Scheduling, building and data creation of course offerings. Produce reports, documents and spreadsheets. Process travel documents and perform duties related to travel. Coordinate presentations, lectures and trainings. Facilitate New Student/Adult Re-Entry Orientation. Guide and assist students with enrollment process. Assist with testing, facility and equipment usage. Compiles and maintains complex/confidential documents and student records. Coordinate test proctoring, notetaking and facilities accommodations for students registered with disability services. Assist with student orientation, career fair and Hermana's conference. Develop promotional materials and public relations activities.
<p style="text-align: center;">Computer Software</p> <ul style="list-style-type: none"> ✦ Microsoft Office 2013 (Word, Excel, Outlook, PowerPoint, Visio, Access, Publisher) ✦ PeopleSoft – FMS, HCM, CANVAS, SIS, CRM, Cranium Cafe ✦ 25Live, CISCO Jabber, CISCO Finesse ✦ Internet Explorer Mozilla Firefox, Google Chrome, Google Docs, Google Calendar, Email ✦ Symphony Workflows ✦ Adobe Acrobat/Photoshop ✦ BOEXI 	

References

Barbara Flores
Procurement Analyst
Estrella Mountain Community College
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Avondale, Arizona 85392
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EDU CATION	
School/Institution	Degree
Dysart Unified School District	High School Diploma
Estrella Mountain Community College	Associate in General Studies
Estrella Mountain Community College	Associate in Organization Leadership
Rio Salado Community College	Associate in Public Administration
Ottawa University	Bachelors in Communicationb

Annie Ansell
 Executive Director
 Dysart Community Center
 14114 N. El Mirage Road
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Minerva Pargas
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