Senior Customer Service Representative
Call Center

JOB SUMMARY

This position is responsible for supervising and participating in Call Center operations.

MAJOR DUTIES

• Trains, assigns, directs, supervise, evaluates and disciplines Call Center personnel.
• Ensures compliance with Call Center policies and procedures.
• Answers incoming telephone calls; greets and assists callers in a prompt and courteous manner; answers questions and provides general information.
• Directs calls to appropriate departments or personnel; returns calls and takes messages.
• Responds to and resolves complex customer service complaints.
• Responds to financial aid-related and specialty calls.
• Reviews and approves Call Center payroll.
• Performs related duties.

KNOWLEDGE REQUIRED BY THE POSITION

• Knowledge of admission and registration requirements.
• Knowledge of planning and scheduling techniques.
• Knowledge of multi-line phone system operation.
• Knowledge of the college organizational structure.
• Knowledge of customer service principles and practices.
• Knowledge of computers and job-related software programs.
• Skill in decision making and problem solving.
• Skill in interpersonal relations and in dealing with the public.
• Skill in oral and written communication.

SUPERVISORY CONTROLS

The Vice President of Student Affairs assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include Board of Regents and college policies and procedures as well as federal guidelines for financial aid. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

• The work consists of related supervisory and customer service functions. Frequent interruptions contribute to the complexity of the position.
• The purpose of this position is to supervise and participate in Call Center operations. Success in this position results in the provision of quality service and information to internal and external callers.
CONTACTS

- Contacts are typically with co-workers, other college employees, students, and members of the general public.
- Contacts are typically to provide services, to give or exchange information, to resolve problems or to motivate or influence persons.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table. The employee occasionally lifts light objects.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has functional supervision over Call Center Representative (4).

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- Experience sufficient to thoroughly understand the diverse objectives and functions of the subunits in the division/department in order to direct and coordinate work within the division/department, usually interpreted to require three years of related experience.
Customer Service Representative  
Call Center

**JOB SUMMARY**

This position is responsible for answering calls and providing financial aid and other information to students, potential students, and members of the general public.

**MAJOR DUTIES**

- Answers incoming telephone calls; greets and assists callers in a prompt and courteous manner; answers questions and provides general information.
- Provides financial aid information to students, potential students and parents.
- Relays critical information to Financial Aid staff.
- Investigates and resolves student complaints.
- Responds to student email inquiries.
- Directs calls to appropriate departments or personnel as needed; returns calls and takes messages.
- Performs related duties.

**KNOWLEDGE REQUIRED BY THE POSITION**

- Knowledge of admission and registration requirements.
- Knowledge of multi-line phone system operation.
- Knowledge of the college organizational structure.
- Knowledge of customer service principles and practices.
- Knowledge of computers and job-related software programs.
- Skill in decision making and problem solving.
- Skill in interpersonal relations and in dealing with the public.
- Skill in oral and written communication.

**SUPERVISORY CONTROLS**

The Call Center Supervisor assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

**GUIDELINES**

Guidelines include college policies and procedures as well as federal guidelines for financial aid. These guidelines are generally clear and specific, but may require some interpretation in application.

**COMPLEXITY/SCOPE OF WORK**

- The work consists of related customer service functions. Frequent interruptions contribute to the complexity of the position.
- The purpose of this position is to participate in Call Center operations. Success in this position results in the provision of quality service and information to internal and external callers.
CONTACTS

• Contacts are typically with co-workers, other college employees, students, and members of the general public.
• Contacts are typically to provide services, to give or exchange information, or to resolve problems.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

• The work is typically performed while sitting at a desk or table. The employee occasionally lifts light objects.
• The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

• Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
• Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one year.