

COTC
Student Employment Job Description

Job#: 98552

Department: Gateway

Job Title: Gateway Customer Service Assistant

Supervisor: Jessie Patterson **Phone #:** 740-622-1408 **Email:** jpatters@cotc.edu

Hourly Rate: \$ 9.70 \$11.55 effective 08/16/21

Terms job is available: Summer X Autumn X Spring X

Times job is available: Mornings X Afternoons X Evenings X Weekends

Qualifications:

COTC student

Summary of Duties:

Provide customer service to students, staff and community members who contact the Gateway via phone, walk-ins or mail

Assist with managing students who are in the waiting area and in line during peak periods

Maintain intake of students visiting the Gateway through signing in to see an advisor, answer basic questions, directing to appropriate office, providing requested paperwork, etc.

Scan students' documents into Image Now

Conduct reminder phone calls for events; follow-up phone calls to no-shows for events or COMPASS testing

Assist with Gateway events as assigned, including preparation, set-up/take-down, welcome table, etc.

Utilize Outlook to maintain and schedule appointments for Gateway staff

Data entry (prospects, test scores, etc.) using Datatel

Assist with scheduling COMPASS placement testing.

Assist with OhioLINK and Library Services.

Collecting Financial Aid verification documents

Assisting students in CAS area

Issuing student parking passes

Maintain confidentiality

Responsible for scheduling and providing campus and building tours to prospective students

Responsible for answering in-coming Gateway phone calls and assisting with out-going calls to prospective and current students

Collect mail from Services Center/Courier and distribute appropriately

Prepare packets of information for various events and information meetings

Assist with mailings to prospective students, which include creating packets with program-specific information, printing labels and stuffing envelopes

Assist with filing, including alphabetizing forms

Operate simple office machinery (copy machine, fax) and computer software i.e. Datatel, and various Microsoft

Office applications

Some travel may be necessary

Some evening hours may be necessary

Other duties as assigned

Background check required for selected applicant.

This job does not replace a full-time employee.

[Click here for an application](#)

COTC Account #: 11-22-01-51010

OFFICE OF FINANCIAL AID USE ONLY

Students in this job provide services that are open, accessible and designed to improve the quality of life for community residents or to solve particular problems related to those residents' needs Yes X No

Students in this job provide services to students with disabilities Yes X No

Background Check Required? X Yes (3rd Party) No

06/30/21