STUDENT EMPLOYMENT JOB DESCRIPTION

Job#: 98542

Department: Gateway-Knox Campus

Job Title: Gateway Customer Service Assistant

Supervisor: Kathleen McNeil   **Phone #**: 740-392-2526   **Email:** mcneil.70@cotc.edu

Hourly Rate: $ 11.55

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Qualifications:
- Computer skills (Microsoft Office)
- Customer service skills – both in-person and by phone

Job Description:
- Maintain confidentiality.
- Responsible for answering in-coming Gateway phone calls and assisting with out-going calls to prospective and current students.
- Collect mail from the campus courier and distribute appropriately.
- Prepare packets of information for various events and information meetings.
- Assist with mailings to prospective students (create packets with program-specific information, create labels and stuff 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.
- 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.
- Maintain intake of students visiting the Gateway through sign-in to see an advisor, answer basic questions, direct to appropriate office, provide requested paperwork, etc.
- Conduct reminder calls for events; follow-up phone calls to no-shows for COMPASS or events.
- Assist with Gateway event as assigned, including preparation, set-up/take-down, welcome table, etc.
- Utilize Outlook to maintain and schedule appointments for Gateway staff.
- Data entry using Datatel.
- Assist with scheduling COMPASS placement testing.
- Collecting financial aid verification documents.
- Taking student ID photos.
- Assist students in CAS area.
- Issue student parking permits.

A background check is required for selected applicant.

This job does not replace a full-time employee.

Click here for an application

COTC Account #:<u>11-23-01-51010</u>

<u>OFFICE OF FINANCIAL AID USE ONLY</u>

- 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   <u>X</u> No

- Students in this job provide services to students with disabilities __Yes   <u>X</u> No

- Background Check Required? __X_ Yes (Third Party)   ___No

04/19/23