

<u>Job Title:</u>	<u>Call Center Agent - College Assistant</u>
<u>Closing Date:</u>	This position is open Until Filled (the review of applications to begin immediately)
<u>Job Category:</u>	College Assistant - Part Time
<u>Location:</u>	City University of New York/BMCC
<u>City/Cities:</u>	New York, NY
<u>Position Type:</u>	Part Time
<u>Salary:</u>	\$15.61

Job Description:

The Enrollment Management Services Contact Center is the first line of contact for students in the enrollment process at Borough of Manhattan Community College (BMCC). Call center agents are responsible for answering tier 1 calls from faculty, staff, prospective and current students. They are also responsible for assisting with outbound call campaigns. Outbound call campaigns are calls made to prospective and current students requesting information about BMCC. The call center supports the administrative offices of the College. The ideal candidate has customer service experience, building relationships, people skills, excellent verbal and written communication skills, proficient computer skills, problem-solving skills. The College Assistant will work as needed up to 20 hours per week. **Enrollment Services Contact Center is 100% virtual, and all agents are working remotely. The ideal candidate has the following: internet access and the necessary phone and computer devices.**

Responsibilities:

- Interact with staff, faculty, existing and prospective students via inbound telephone calls to provide information and assistance.
- Maintain records of customer interactions, details of inquiries, as well as actions taken.
- Use computer systems to search and navigate effectively and efficiently.
- Ability to follow Contact Center's call quality standards.

Qualifications:

- Building Relationships
- People Skills
- Ability to make quick and accurate decisions.
- Ability to multitask.
- Must be able to type 30 WPM or higher.
- Must be punctual.
- Proficient in Microsoft office
- Excellent verbal and written communications skills
- Work schedule: flexible schedule with the ability to work as early as 9 am to 7 pm with short notice.
- Must have a high school Diploma.

How to Apply: **Candidates must send their cover letter and resume directly to enrollmentcallcenter@bmcc.cuny.edu**

EQUAL EMPLOYMENT OPPORTUNITY

CUNY encourages people with disabilities, minorities, veterans, and women to apply. At CUNY, Italian Americans are also included among our protected groups. Applicants and employees will not be discriminated against on the basis of any legally protected category, including sexual orientation or gender identity. EEO/AA/Vet/Disability Employer.