



## Job Description

<b>Job Title:</b>	Assistant Director Customer Service	<b>Grade:</b>	L
<b>Department:</b>	Corporate and Continuing Education	<b>FLSA:</b>	Exempt

*The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.*

### **General Function:**

Performs in a supervisory capacity by coordinating, scheduling, and training the day and evening Telephone Customer Service Representatives. Serves as a telephone representative as needed.

### **Characteristic Duties and Responsibilities:**

1. Coordinates Information Center staff.
2. Coordinates Outreach Team members.
3. Places and answers telephone calls to and from prospective students and the general public.
4. Develops work schedules for full-time and part-time employees.
5. Maintains and updates the telephone printer and computers.
6. Assists in developing the calendar of cohorts to be called
7. Assists in developing the effectiveness instruments for the Information Center and the Outreach Team.
8. Participates in the evaluation and acquisition of new communication technology.
9. Works in administrative level computer software.
10. Manages the hourly operations of the CCE Customer Service Center.
11. Completes and conducts employee performance evaluations. Coaches and mentors staff for skills improvement and to determine career path.
12. Recruits and hires full-time and part-time staff. Conducts new hire orientation and provide training on policies. Processes timesheets and vacation requests.
13. Act as liaison with ITS helpdesk and Financial Services.



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14. Completes daily reconciliation of transactions.
15. Reviews recorded calls for accuracy, professionalism, courtesy and efficiency.
16. Develops and implements new and improved processes for the department. Design call center scripts and assign skill sets.
17. Manages and supervises the walk-in registration office.
18. Approves refunds, process course conflicts, monitor class capacity, and business holds.
19. Advises and counsels CCE students. Oversee appointments and advising for Talent Management area and company internships.

### **Reporting Relationships:**

***Direction Received:*** Reports to the Director of Records Management and Customer Service.

***Direction Given:*** Direct supervision and evaluation of work as a first-line supervisor over full-time and part-time staff.

### **Minimum Requirements:**

Requires two years of college education beyond high school and two years general work experience. Must be computer literate with excellent communication skills.

Bachelor's Degree and call center experience preferred



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### **Knowledge, Skills, Abilities, and Worker Characteristics:**

Human relations experience

Knowledge of database computer software

Excellent organizational and computer skills

Ability to multitask

Excellent customer service skills

Supervisory skills

### **Working Conditions:**

Typical office and call center environment