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<b>Job Title:</b>	Customer Service Coordinator	<b>Job Code:</b>	3211
<b>Department:</b>	Corporate and Continuing Education	<b>Grade:</b>	H
<b>Date:</b>	July, 2001	<b>FLSA:</b>	Nonexempt

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*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.

**Reporting Relationships:**

***Direction Received:*** Reports to the Division Director.

***Direction Given:*** Direct supervision and evaluation of work as a first-line supervisor over non-faculty staff, student workers, and temporary employees.

**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.

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The intent of this job description is to provide a representative summary of the essential functions that will be required of positions given this title and should not be construed as a declaration of specific duties and responsibilities of any particular position. Employees will be assigned specific job-related duties through their hiring departments. Specific job-related duties assigned by hiring departments shall be consistent with the representative essential functions listed above and shall not be construed as expanding a particular position's role, scope, FLSA status, or grade.



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

Diction and oral communication skills.

Human relations experience.

Knowledge of database computer software.

**Working Conditions:**

Typical office environment.