



**Position Announcement  
May 2019**

**This position is open to current, active CGTC employees only**

**Position:** Call Center Coordinator

**Position Status:** Full time

**Application Deadline:** May 21, 2019

**Job Responsibilities:**

This position will lead the sustainment of the Customer Service Call Center with full-time and part-time employees. The mission is to provide personal, user friendly, accurate and real time information to a diverse audience, but particularly current and prospective students. The primary offices served are the College's Admissions, Registrar/Records and Student Financial Aid offices. The objective is to provide initial information about inquiries for these offices and resolve issues or create call back tickets for follow-up. The Call Center provides services Monday through Friday 7:45 a.m. to 7:00 p.m. and may include optional telecommuting home deployment for subordinate employees. Duties are focused on inbound call reception, outbound calling, and written communication (email and chat). In addition, this position will require time on the phone and other call center associate functions with the objective to resolve calls within an acceptable timeframe by being familiar with a list of FAQs, web site resources and knowledge of College policies. Issues that are beyond the authority of this role will be submitted as call back tickets for designated staff follow-up. The manager will be measured by a variety of criteria, but primarily how well calls are managed, tracked, resolution time, staff performance and customer satisfaction. Assist in management of six or more Customer Service Solution Associates. Maintains qualifications for employment as described by the Technical College System of Georgia (TCSG) Policy Manual and accreditation standards. Follows rules and regulations as described by the TCSG Policy Manual and other policies and procedures established by the institution. Position will require travel within the college's service area and other travel within the State of Georgia. Position may require travel to any of the locations within the College's service area and other travel as needed.

**Major job responsibilities include, but are not limited to the following:**

- Monitor operator activity, performance, and discipline
- Track call volume and create daily and periodic reports
- Assist in training and perform periodic personnel evaluations
- Maintain a current working knowledge of College policies and procedures
- Serve as a liaison to partner departments
- Serve as a coach, motivator, mentor and staff retention advocate
- Complete special projects and other duties assigned
- Communicate effectively and offer office identity and a spirit of assistance
- Remain up to date regarding policies, calendar, deadlines, and directions
- Participate in ongoing training
- Attend meetings

**Job Competencies:**

- Skilled in planning and organizing projects
- Skilled in Interpersonal skills and dealing with the public
- Coordination, planning and organizational skills
- Ability to work independently and collaboratively with others or in teams
- Ability to work in a fast-paced and dynamic environment
- Skills in problem solving and critical thinking
- Skill in the use of computers and job related software

**Minimum Qualifications:**

- Bachelor's degree from an accredited institution
- Documented two (2) years of related work experience
  - *Note: Experience may substitute for the degree on a year-to-year basis*

**Preferred Qualifications, in addition to minimum qualifications:**

- Experience with SIS (Banner, Peoplesoft, etc)
- Experience with calling software and CRM data bases (Parature)
- Five years or more in customer service or higher education
- Experience in a management function of 3 or more people
- Experience in phone center customer service environment

**Projected Work Hours/Location:**

This position generally works normal day hours of 7:45 a.m. to 4:45 p.m., Monday through Thursday, and 7:45 a.m. to 3:30 p.m. Friday. Additional hours or a flexible schedule to include evenings and/or weekends will be required as needed. Position will be assigned to the Warner Robins campus and may require travel to any of the locations within the College's service area. This position will work all 12 months per calendar year and at 40 hours per week.

**Salary / Benefits:**

Gross annual salary to be determined the candidates highest qualifying degree based on meeting minimum and preferred qualifications. This is a fulltime position scheduled to work all 12 months a year and at 40 hours per week. Position is eligible for state benefits to include retirement, insurance, leave accrual and holiday pay. CGTC is a member of Teachers Retirement System of Georgia (TRS) and Employees Retirement System of Georgia (ERS).

**Application Procedure:**

All applications and supporting documents must be submitted online by the posted deadline via the Central Georgia Technical College Job Center. A completed application packet consists of the following:

- A completed CGTC online application
- Current Resume or CV that outlines qualifications that demonstrates the applicant meets the minimum qualifications and if applicable, the preferred qualifications of the position
- Postsecondary transcripts that demonstrate the applicant meets the educational minimum requirements and, if applicable, the preferred educational requirements
- Positions requiring a High School Diploma or GED as a minimum qualification do not have to submit transcript documentation as part of the application process

- Non-photo license(s) and/or certification(s) which fulfill the requirements of the position

Unofficial transcripts are accepted to the extent that they indicate that the degree or credential was earned/conferred; grade reports and diploma copies are not accepted in lieu of transcripts. Educational credentials, degrees, or coursework cannot be considered without transcripts. Incomplete application packets at the time of the position closing may not be considered. It is the responsibility of the applicant to obtain and upload the application documentation by the stated deadline.

For more information, please contact the Human Resources Office at 478 757 3449 or 478-218-3700.

All applicants are subject to the following applicable pre-employment screenings

Criminal History Records	Motor Vehicle Records
Employment References	Pre-Employment Drug Test
Fingerprint Records	Credit History Records
Psychological Screening	Medical Examination

Central Georgia Technical College does not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, disabled veteran, veteran of the Vietnam Era, or citizenship status (except in those special circumstances permitted or mandated by law).

The Title IX/Section 504/ADA Coordinator for CGTC nondiscrimination policies is Cathy Johnson, Executive Director for Conduct, Appeals and Compliance, Room A136, 80 Cohen Walker Drive, Warner Robins, Ga, 31088; Phone (478) 218-3309; Fax (478) 471-5197; Email: [cjohnson@centralgatech.edu](mailto:cjohnson@centralgatech.edu).

All application materials are subject to the Georgia Open Records Act O. C. G. A. §50-18-70.