



Position Announcement October 2018

Position: Call Center Customer Care Representative

Employment Status: Part-time

Application Deadline: October 31, 2018

Position Summary:

The primary responsibility of this position is to receive inbound telephone calls and online-generated requests from the general public. The selected candidate will quickly respond to inquiries and resolve issues primarily involving student admissions, registration, advisement, and financial aid. The associate will respond verbally and in writing to inquiries and offer reference information regarding the CGTC website, Catalog, and policy/procedure documents to enhance customer service outcomes. It will be the business practice to handle inquiries in a single transaction and avoid the need to transfer and call back issues. The selected candidate will resolve calls within an acceptable time frame by being familiar with a list of FAQs, website resources and knowledge of policies and procedures in practice at the College. Issues that are beyond the scope of this role will be submitted as call back tickets and designated staff from specific departments will follow-up. The associate will be measured by a variety of criteria including, but not limited to, how well calls are managed, tracked, resolved, performance metrics, and customer satisfaction. The selected candidate will maintain qualifications for employment as described by the Technical College System of Georgia (TCSG) Policy Manual and accreditation standards. The selected candidate will follow rules and regulations as described by the TCSG Policy Manual and other policies and procedures established by the College. This position may require travel within the college's service area and other travel as needed

Location / Work Schedule:

This position will be assigned to work 19 hours per week between the College's business hours of 7:45 a.m. to 7:00 p.m. Monday through Thursday and 7:45 a.m. to 3:30 Friday; position is limited to 19 hours per week based on department needs. The schedule will allow for flexibility, but will most likely work during mid-day as relief for lunch hours. This position will be located at the Warner Robins campus.

Minimum Qualifications:

- High school diploma or GED
- 1 year documented customer service experience

Preferred Qualifications, in addition to minimum qualifications:

- Associate degree in business or a related field
- Bilingual (Spanish) or other languages
- Work experience in post-secondary environment
- Knowledge of Banner Information Systems
- Microsoft Office proficiency
- Specific customer service telephone experience and advanced business writing skills

Salary / Benefits:

This position is paid at the gross hourly wage of \$10.00-12.00 hour, actual hourly rate is determined by the candidate's highest qualifying degree. Part-time positions do not imply or suggest a continuance of employment or a promise of future full-time employment. CGTC is a member of Teachers Retirement System of Georgia (TRS) and Employees Retirement System of Georgia (ERS). Part are not eligible for retirement benefits, state insurance, leave accrual and holiday pay.

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@centralgategatech.edu.

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