

# Enrollment Services Call Center Coordinator Tompkins County

**Department:** Tompkins Cortland Community College

**Classification:** Competitive

**Labor Grade:** TC3 Grade of J

**Approved:** TC3 Resolution 2015-2016-5 07/16/2015

**By:** AG, Commissioner of Personnel

**MINIMUM QUALIFICATIONS: No Later than the final filing date announced, the applicant must demonstrate -**

(a) Graduation from a regionally accredited or New York State registered four year college or university with a bachelor's degree **AND** two years of full-time paid (or the equivalent part-time and/or volunteer) experience performing senior level clerical and customer service duties in a call center or similar work environment, or in a traditional office setting, one year of which must have been in a supervisory capacity; **OR**

(b) Graduation from a regionally accredited or New York State registered two year college with an associate's degree **AND** four years of full-time paid (or the equivalent part-time and/or volunteer) experience performing senior level clerical and customer service duties in a call center or similar work environment, or in a traditional office setting, one year of which must have been in a supervisory capacity; **OR**

(c) Graduation from high school or possession of a high school equivalency diploma **AND** six years of full-time paid (or the equivalent part-time and/or volunteer) experience performing senior level clerical and customer service duties in a call center or similar work environment, or in a traditional office setting, one year of which must have been in a supervisory capacity; **OR**

(d) Any combination of training and experience equal to or greater than that specified in (a), (b) and (c) above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

**DISTINGUISHING FEATURES OF THE CLASS:**

The Coordinator organizes and directs the daily activities of the Enrollment Services Call Center operations. This position is responsible for managing, training, and providing guidance to all student call center operators. Duties include, but are not limited to providing supervision, call monitoring, coaching, training, answering student operator questions, assigning tasks, follow-up and giving instructions as needed. The Call Center Coordinator carries out performance measures by monitoring and evaluating operators, maintaining operator schedules, updating databases, tracking call center performance, analyzing reports, scheduling maintenance and repair of equipment as needed. The Coordinator may be responsible for monitoring the work of the other Enrollment Services Specialists as assigned. The psychological demands of this job are moderate with unpredictable fluctuations in work volume, frequent interruptions, shifting work priority, rush orders and conflicting priorities. The incumbent should possess considerable interpersonal skills in order to teach, instruct, and advise subordinates. The work is performed under the general supervision of the Coordinator of Enrollment Operations in accordance with policies, procedures and objectives as outlined. Some leeway is allowed for the exercise of independent judgment in applying policy to specific areas. The incumbent will perform all related duties as required.

**TYPICAL WORK ACTIVITIES:**

- Supervises, plans, and manages the functions of the call center;
- Manages and directs the daily activities of student call center operators;
- Monitors calls, coaches, trains, and evaluates student call center operators;
- Measures and monitors call center performance;
- Communicates solutions, successes, and opportunities to the Coordinator of Enrollment Operations;
- Coordinates communication (letters, emails, texts and phone) with students as needed;
- Works with Enrollment Services Center, Global Connections Office, Residence Life, and Athletics staff regarding student inquiries;
- Assists students (current and prospective), College staff and community with information and procedures related to admissions, registration, financial aid, enrollment, student accounts, and billing;
- Assists with accounts receivable and collections correspondence;
- Coordinates events designed to inform prospective students and the public about the College;

- Processes applications and transcripts for admission to the College;
- Follows up on students who have been accepted to the College, but have not yet enrolled;
- Schedules appointments for placement testing and advisement for entering students;
- Coordinates and proctors placement testing for entering students;
- Receives requests for student transcripts;
- Coordinates and supervises the maintenance of databases and files related to call center activities;
- Ability to answer complex questions regarding financial aid, admission, billing and registration as it relates to student inquires;
- Maintains contacts with areas of the College related to the functions of the Enrollment Services Center, screening materials submitted for compliance with procedures and policies, scheduling appointments, answering a variety of inquiries by telephone, email, and in person, and by preparing answers to correspondence under their own signatures;
- Facilitates the scheduling of appointments for students needing assistance with other offices and ensures that the student and the referred office understand the reason for the appointment;
- Assists in developing policies and procedures as it relates to student call center;
- May supervise and allocate work to staff assigned to call center and other enrollment activities as needed;
- Provides assistance and training to students in the use of various on-line services available
- at the College;
- Performs related work necessary for the efficient execution of administrative function of the call center activities.

#### **KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Thorough knowledge of office terminology, procedures, and equipment;
- Thorough knowledge of business arithmetic and English;
- Good knowledge of the organization, functions, policies and regulations of the Community College;
- Ability to work effectively with multiple complex administrative software programs;
- Ability to handle routine administrative details independently;
- Ability to plan, assign, and review the work of others;
- Ability to understand and carry out complex oral and written instructions;
- Ability to compose letters, memoranda and reports;
- Ability to perform close, detail work involving considerable visual effort and strain;
- Good judgment in solving complex clerical and administrative problems;
- Tact and courtesy are required;
- Physical condition commensurate with the demands of the position.

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