

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2024**

CONTACT CENTER REPRESENTATIVE I

FLSA STATUS: NON-EXEMPT – PAY GRADE: 11 - C

**JOB FAMILY: STUDENT SERVICES – JOB FUNCTION: STUDENT SERVICES
GENERAL STATEMENT OF JOB**

The Contact Center Representative I communicates a broad range of information to assist future students, current students, staff, faculty, and general customer inquiries. This position responds to multi-channel inquiries including incoming calls, online chats, and email correspondence. This position conducts outbound call campaigns supporting multiple departments including admissions, student records, financial aid, and advising. This position may be required to work some evenings and weekends.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Identifies caller needs, clarifies information, researches issues, and provides resolution to inbound and outbound calls. Escalates problematic calls to a lead or a manager.

Advises students on a wide variety of student services to include, but not limited to, Web application, admissions and enrollment process, initial academic planning/program of study, course selection, assessment and placement, financial aid/scholarships/VA, records and registration, payment process, orientation, and advising.

Follows inbound/outbound communication call scripts and FERPA rules and guidelines. Utilizes multiple software databases, guides, and program literature, based upon what information needs to be shared with potential and existing students.

Ensures understanding of, and adherence to, quality assurance metrics.

Attends daily/weekly team meetings; participates in training and other opportunities to expand knowledge base; ensures up-to-date knowledge of FSCJ policy and procedures.

Monitors and responds to department email inbox and chat, directs inquiries as appropriate.

Assists with training/mentoring of new contact center reps, utilizing new contact center representative onboarding checklist.

Performs other related duties, as required.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator.

SUPERVISION EXERCISED

N/A

MINIMUM QUALIFICATIONS

High school diploma or high school equivalency degree supplemented by one (1) year of related experience.

PREFERRED QUALIFICATIONS

College coursework supplemented by one (1) year of call/contact center experience, preferably in higher education.

**MINIMUM QUALIFICATIONS OR STANDARDS
REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

Physical Requirements: Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

Language Ability: Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages

Effective: 02/2019

Revised: 3/14/24