

**FLORIDA STATE COLLEGE AT JACKSONVILLE  
JOB DESCRIPTION, 2023**

**CONTACT CENTER REPRESENTATIVE II**

**FLSA STATUS: NON-EXEMPT – PAY GRADE: 13 - C**

**JOB FAMILY: STUDENT SERVICES – JOB FUNCTION: STUDENT SERVICES**

**GENERAL STATEMENT OF JOB**

The Contact Center Representative II communicates a broad range of information to assist future students, current students, staff, faculty, and general customer inquiries.

The Contact Center Representative II position responds to multi-channel inquiries including incoming calls, online chats, and email correspondence. The Contact Center Representative II conducts outbound call campaigns supporting multiple departments including admissions, student records, financial aid, and advising. This position provides advanced call center service and serves as a team leader and mentor. The Contact Center Representative II supports and responds to other team member questions when available and assists with new hire training leading content focused training sessions.

**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**

Employee may act in a lead capacity over student workers.

**MINIMUM QUALIFICATIONS**

High school diploma or high school equivalency degree supplemented by a two (2) years of related experience.

**PREFERRED QUALIFICATIONS**

Associate's degree preferred from a regionally accredited college or university and two (2) years of related customer service experience.

**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.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape, and visually read various information.

**Motor Coordination:** Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

**Manual Dexterity:** Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination:** May not require the ability to differentiate between colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

**Physical Communication:** Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

**Environmental Requirements:** Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

**Effective:** 02/2019

**Revised:** 2/22/24