



Position Title: Part-Time Information Specialist – Information Center

Job Code: 8347

Reports To: Director

Grade: C1

FLSA: Non-Exempt

Job Description:

The Part-Time Information Specialist responds to telephone and e-mail/chat inquiries from current and prospective students. As part of the College's student retention efforts, the individual provides prospective and current students with recommendations regarding resources designed to assist students in solving a variety of problems that impact the academic process.

Duties & Responsibilities:

- Ensures follow-up communication
- Records all contacts in student database
- Communicates knowledge about College policies & procedures with respect to academic and student service programs
- Serves as a liaison with students and departments
- Responds to the College advertisements on local newspapers, radio and Television
- Provides information for a variety of reports and other communication pieces, including the Information Center web page
- Performs other duties as assigned

Essential Personnel:

Non-essential

Minimum Requirements:

- High School Diploma or GED and six (6) months prior customer service experience required
- Individuals must display initiative and ability to work with minimal supervision
- Ability to demonstrate outstanding customer service skills
- Possess excellent verbal and written communication skills
- Bilingual (English and Spanish) preferred
- Call Center environment experience
- Computer and keyboarding skills preferred

ACKNOWLEDGEMENT

I have read and acknowledge receipt of a copy of my job description.

Signature

Date

Printed Name