BERGEN COMMUNITY COLLEGE
JOB DESCRIPTION

TITLE: Call Center Representative

DEPARTMENT: Division of Student Affairs, BCC at the Meadowlands

FUNCTION: To communicate with current and prospective students via inbound, outbound calls and email. The representative is responsible for effective and timely communication of College programs and services to new and prospective students via call center and in person while maintaining professionalism and a pleasant customer service personality.

REPORTS TO: Call Center Coordinator, Student Affairs at the Meadowlands

SUPERVISES: 

MAJOR RESPONSIBILITIES:

Responsibilities include but are not limited to:

1. Answer incoming calls in a timely fashion, while providing supplemental assistance to general calls received through the Call Center. Ie. Admissions, Financial Aid, Registration & Switchboard, etc.

2. Make outbound calls to prospective students based on inquiry.

3. Provide current and potential students with accurate information regarding the college and its programs.

4. Assist students with navigation of college website and student portal via phones and in person.

5. Assist prospective students regarding programs/deadlines/services via phones, emails and in person.

6. Effectively communicates with internal and external customers.

7. Ability to handle high volume calls/emails/outbound inquiries.

8. Accomplishing organization goals by accepting ownership for new and different requests; exploring opportunities to add value to job accomplishments.

9. Provide high level of customer service by maintaining standard, compliance, FERPA and confidentiality requirements.

10. Excels in an ever changing work environment.

11. Effective team player with willingness to show initiative.

12. Scanning functions as required.
13. Ability to travel between campuses.
14. Performs additional tasks or duties as assigned by the Call Center Coordinator or other designated management.

MINIMUM QUALIFICATIONS:

Knowledge, Skills and Abilities: Ability to communicate effectively with a diverse population. Proficient in all aspects of Microsoft Office Suite, Problem Solving, People Skills and Emphasizing Excellence.

General knowledge in higher education enrollment management, including but not limited to: Admissions, Registration and Financial Aid. Ability to work well under pressure. Excellent customer service skills and professional telephone etiquette.

Demonstrates understanding of the community college mission and practices an open door policy. Has basic proficiency in the use of the Microsoft Office suite. Exhibits strong skills in:

- Communication
- Customer and Student Focus
- Building Relationships
- Organizing
- Planning

Education: Associate in Arts Degree/ Bachelor’s preferred.

Experience: Two or more years’ experience in a call center, excellent customer service and interpersonal skills are essential. Knowledge in Datatel preferred.

Bergen Community College is an equal opportunity employer and does not discriminate on the basis of race, color, religion, age, sex, national origin, disability, or veteran status.

Submitted by: _____________________ Date: ____________
Name/Title

Approved by: _____________________ Date: ____________
Name/Title

Reviewed by: _____________________ Date: ____________
Human Resources

Board Approval: _____________________ Date: ____________
Board Approval
THE COLLEGE RESERVES THE RIGHT TO MODIFY JOB DESCRIPTIONS AT ANY TIME WITH OR WITHOUT NOTICE