

<u>Job Title:</u>	Training Assistant - College Assistant
<u>Closing Date:</u>	This position is open Until Filled (the review of applications to begin immediately)
<u>Job Category:</u>	College Assistant
<u>Location:</u>	199 Chambers Street
<u>City/Cities:</u>	New York, New York
<u>Position Type:</u>	Part-time
<u>Salary:</u>	\$15.61

Job Description:

The Enrollment Management Services Contact Center is the first line of contact for students in the enrollment process at Borough of Manhattan Community College (BMCC). The Training Assistant will provide trainings to staff to be effective and efficient call center agents. In addition to assisting with training logistics, phone coverage of tier 1 calls from faculty, staff, prospects. The ideal candidate has proven experience in training customer service professionals. Can work up to 20 hours per week. **Hybrid position, and all trainers will work virtually and have in office days. The ideal candidate has the following: internet access and the necessary phone and computer devices.**

Responsibilities:

- Assist management with identify the center's training needs.
- Assist the management team in developing/updating training programs.
- Schedule appropriate training sessions.
- Conduct evaluations to maintain efficiency.
- Create training material and facilitate presentations
- Ensure all new agents have completed orientation and training according to contact center requirements.
- Interact with staff, faculty, prospects via inbound telephone calls to provide information and assistance.
- Maintain records of customer interactions, details of inquiries, as well as actions taken.
- Ability to navigate online resources and search answers to callers' inquiries effectively and efficiently
- Ability to maintain contact center's call quality standards.

Preferred Qualifications:

- Impressive communication, presentation, and interpersonal skills to inspire and engage team members.
- Develop and cultivate a never-ending appetite for learning to broaden your knowledge.
- Strong organization and time-management skills to prioritize, and set goals for productivity.
- Creative and problem-solving skills to invent new ways to accommodate the learning needs.
- High empathy skills and understanding of effective teaching methodologies and the willingness to keep abreast of new techniques in training.
- Ability to multitask. Building Relationships
- People Skills

- Ability to make quick and accurate decisions.
- Must be able to type 30 WPM or higher.
- Must be punctual.
- Proficient in Microsoft office
- Excellent verbal and written communications skills
- Work schedule: flexible schedule with the ability to work as early as 9 am to 7pm with short notice.

How to Apply:

Candidates should send Cover Letter and Resume enrollmentcallcenter@bmcc.cuny.edu. Enrollment Services Contact Center is a hybrid position some days will be virtual, and there will be in-office days. The ideal candidate has the following: internet access and the necessary phone and computer devices.

EQUAL EMPLOYMENT OPPORTUNITY

CUNY encourages people with disabilities, minorities, veterans, and women to apply. At CUNY, Italian Americans are also included among our protected groups. Applicants and employees will not be discriminated against on the basis of any legally protected category, including sexual orientation or gender identity. EEO/AA/Vet/Disability Employer.