

## **Call Center Agent - College Assistant**

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 call center agents are responsible for answering tier 1 calls from faculty, staff, prospective and current students. The call center is also responsible for assisting with outbound call campaigns. The outbound call campaigns are calls made to prospective and current students requesting information about BMCC. The call center supports administrative offices of the College. The ideal candidate has customer service experience, building relationships, people skills, excellent verbal and written communication skill, proficient computer skills, problem solving skills. College assistant will work as needed up to 20 hours per week. **Enrollment Services Contact Center is a hybrid position, and all agents will work virtually and have in office days. The ideal candidate has the following: internet access and the necessary phone and computer devices.**

### **Job responsibilities**

- Interact with staff, faculty, existing and prospective students via inbound telephone calls to provide information and assistance.
- Maintain records of customer interactions, details of inquiries, as well as actions taken.
- Use a computer system to search and navigate effectively and efficiently.
- Ability to follow Contact Center's call quality standards.

### **Qualifications**

- Building Relationships
- People Skills
- Ability to make quick and accurate decisions.
- Ability to multitask.
- 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.
- Must have a high school Diploma.

### **Requirements**

- Required to work on Mondays and Fridays
- Required to work remotely and least one day in-person
- Expected to work a minimum of 15 hours

**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.**

**Salary:** \$18 per hour

### **To Apply**

Candidate must send your resume with cover letter to [enrollmentcallcenter@bmcc.cuny.edu](mailto:enrollmentcallcenter@bmcc.cuny.edu)