

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

The Enrollment Management Services Contact Center is the first point of contact for students during the enrollment process at Borough of Manhattan Community College (BMCC). Call center agents are responsible for answering tier 1 calls from faculty, staff, prospective, and current students. They also assist with outbound call campaigns, reaching out to prospective and current students to provide information about BMCC. The Contact Center supports various administrative offices within the College.

The ideal candidates will have customer service experience, strong relationship-building and people skills, excellent verbal and written communication abilities, proficient computer skills, and strong problem-solving capabilities. **This is a hybrid position, with agents working virtually on some days and in-office on others. Candidates must have internet access and the necessary phone and computer devices.**

College assistants will work a **minimum of 15 hours** per week, with the ability to work up to 20 hours as needed.

### **Job Responsibilities**

- Interact with staff, faculty, and prospective or current students via inbound telephone calls to provide information and assistance.
- Maintain accurate records of customer interactions, inquiries, and actions taken.
- Navigate computer systems effectively and efficiently.
- Adhere to the Contact Center's call quality standards.

### **Qualifications**

- Strong relationship-building and people skills.
- Ability to make quick, accurate decisions.
- Ability to multitask efficiently.
- Must type 35 WPM or higher.
- Must be punctual and reliable.
- Proficiency in Microsoft Office.
- Excellent verbal and written communication skills.
- Flexible schedule with the ability to work between 9 AM and 6 PM on short notice.
- Must have a high school diploma.

This is a hybrid position, with both virtual and in-office workdays. Candidates must have reliable internet access and the necessary phone and computer devices.

### **Salary**

\$19.12 per hour

### **How to Apply**

Send your resume and cover letter to [enrollmentcallcenter@bmcc.cuny.edu](mailto:enrollmentcallcenter@bmcc.cuny.edu).