



Customer Contact Specialist
Part-Time

Job Order 601741
August 23, 2017

Department: Enrollment Services
FLSA Status: Non-Exempt
Grade: PB
Position #: 07100216

Reports To: Supervisor, Enrollment

LOCATION: Green Bay Campus

HOURS: 24 hours per week; Availability to work afternoon and evening hours until 6:00 p.m. Monday-Thursday, and until 4:30 p.m. on Fridays. Position requires flexibility to work other hours as needed.

SALARY: \$12.31/hour

Location: Northeast Wisconsin Technical College, Human Resources, 2740 West Mason Street, Green Bay, WI 54307-9042. All postings are considered current and available until removed from the website.

Northeast Wisconsin Technical College is committed to promoting a learning environment where employees and students of differing perspectives and cultural backgrounds pursue career and academic goals embraced in an environment of respect and shared inquiry.

POSITION SUMMARY

Interact with customers to provide information in response to inquiries about the College, enrollment, student finance, financial aid, appointments, etc.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the functions identified in the job description.

Essential Functions Statement(s)

- Confer with customers by telephone or in person to provide information about College services.
- Create student accounts, enroll students, and update student information using the student information system.
- Schedule students to meet with advisors and greet them upon arrival.
- Assist students in understanding the financial aid process and in completion of required documentation.
- Assist students in understanding program requirements and in applying to a program.
- Internet requests for more information, and by participating in live chat communications.
- Assist students in establishing and navigating through a self-service account.

POSITION QUALIFICATIONS

Competency Statement(s)

- Values - Demonstrate behaviors and action that support the College's values - Customer Focus, Everyone Has Worth, Passion and Inspiration, Collaboration, Emotional Intelligence, Results and Accountability, Valuing Talent and Well Being, and Ethics.
- Student Success – Demonstrate behaviors and actions that support student recruitment, retention, and student success initiatives.

- Diversity Oriented - Ability to work effectively with people regardless of their age, gender, race, ethnicity, religion, disability, socio-economic background, or job type.
- Accuracy - Ability to perform work accurately and thoroughly.
- Active Listening - Ability to actively attend to, convey, and understand the comments and questions of others.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Customer Oriented - Ability to take care of the customers' needs while following company procedures.
- Flexibility - Ability to adjust to changes as necessary.
- Friendly - Ability to exhibit a cheerful demeanor toward others.
- Interpersonal - Ability to get along well with a variety of personalities and individuals.
- Organized - Possessing the trait of being organized or following a systematic method of performing a task.
- Problem Solving – Ability to find a solution for or to deal proactively with work related-related problems.

SKILLS & ABILITIES

Education: Associate Degree

Experience: Two years related experience.

***An equivalent combination of education and work experience may be considered.*

Computer Skills

Microsoft Office Suite, OneNote, Instant Messaging, electronic calendar system and data management system (PeopleSoft preferred)

PHYSICAL DEMANDS

Physical Demands		Lift/Carry	
Stand	O (Occasionally)	10 lbs or less	O (Occasionally)
Walk	O (Occasionally)	11-20 lbs	O (Occasionally)
Sit	C (Consistently)	21-50 lbs	N (Not Applicable)
Handling / Fingering	C (Consistently)	51-100 lbs	N (Not Applicable)
Reach Outward	O (Occasionally)	Over 100 lbs	N (Not Applicable)
Reach Above Shoulder	O (Occasionally)	Push/Pull	
Climb	N (Not Applicable)	12 lbs or less	O (Occasionally)
Crawl	N (Not Applicable)	13-25 lbs	O (Occasionally)
Squat or Kneel	O (Occasionally)	26-40 lbs	O (Occasionally)
Bend	O (Occasionally)	41-100 lbs	N (Not Applicable)

N (Not Applicable) Activity is not applicable to this occupation.

O (Occasionally) Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

F (Frequently) Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

C (Constantly) Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

The College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the College reserves the right to change this job description and/or assign tasks for the employee to perform, as the College may deem appropriate.

NWTC does not discriminate on the basis of age, race, color, disability, sex, gender, sexual orientation, gender identity, national origin or other protected classes.