POSITION: Customer Service Specialist (Administrative Specialist II) – One-Stop Center/Enrollment Services

STARTING SALARY: Salary will be commensurate with experience. (Class AA50/Slot0001/Band03). Position # 109125

MINIMUM TRAINING AND EXPERIENCE: Associate degree; or a high school diploma and two (2) years of work experience in business or a related field. Previous work experience in Admissions, Financial Aid or Academic Records within higher education or customer service experience in a business environment serving a variety of clients.

KNOWLEDGE, SKILLS AND ABILITIES: Strong customer service, professionalism, verbal communication, written communication and problem solving skills; Ability to accurately apply and explain policies, procedures via the phone and in person; Ability to interact with students, staff, and the public; Ability to research student situations and determine source of error; Ability to communicate effectively orally and in writing; Ability to work under pressure and meet deadlines; Ability to keep accurate records and maintain confidentiality; Ability to operate standard office equipment such as fax, computer, telephone and copy machines; ability to convey technical information to a diverse population of students, staff, and public; Ability to multi-task in high volume environment; Experience with Ellucian Colleague strongly preferred. Ability to work a flexible schedule; Ability to travel the tri-county service area for work rotation as assigned.

SPECIFIC DUTIES

1. Answers questions in person, regarding college policies and procedures related to admissions, registration, testing, financial aid, and other Enrollment Services. Provides technology/computer assistance to prospective/new students in the completion of the admissions application, FAFSA, Web Advisor Access, IRS Tax Transcript retrieval and other related tasks. Refers students to appropriate college resources. Gathers information from students in order to understand and evaluate individual circumstances; interprets relevant policies, procedures and guidelines to determine best course of action. Provides excellent customer service.

2. Answers questions via the internet or by phone. Interprets and responds to student inquiries via the telephone and electronically regarding admissions and registration and general college policies and procedures. Provides technology/computer assistance to prospective/new students in the completion of the admissions application, FAFSA, Web Advisor Access, IRS Tax Transcript retrieval and other related tasks. Gathers information from students in order to understand and evaluate individual circumstances; interprets relevant policies, procedures and guidelines to determine best course of action. Refers student to appropriate department for further assistance as necessary.

3. Supports their assigned specialty area supporting Enrollment Services workflow. This includes workflow support to Admissions, Academic Records or Financial Aid. Provides scanning, imaging, data entry, test score entry, prospect entry, enrollment verifications and other transaction support as part of Welcome Center/Call Center duties. Provides technology training as requested on Welcome and Call Center technology as requested. Performs all functions within compliance of the above restrictions as well as within FERPA compliance (Family Educational Rights and Privacy Act).

4. Performs other duties as assigned including college service/committee work and special projects.
To apply, please complete an on-line employment application at www.yorktech.edu/hr or come to the Human Resources Department, 452 South Anderson Road, Rock Hill, SC, 29730, to complete an on-line employment application. Applications accepted until September 13, 2015.

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