JOB DESCRIPTION

TITLE: Information Center Representative

REPORTS TO: Information Center Coordinator

BASIC FUNCTION: To provide a wide range of information to callers about PHSC and its two-county district.

CLASSIFICATION: Supervisory and Career Confidential

DUTIES AND RESPONSIBILITIES:

1. Provides information and help to callers without transferring callers unnecessarily.

2. Provide information to inquiries via electronic mail.

3. Is proficient in using:
   - the College student record data system.
   - the PHSC web site as an information source.
   - the College e-mail system.
   - the outbound dialing system.

4. Seeks knowledge about PHSC and its district-wide services, programs, and organizational structure.

5. Keeps current about PHSC events in order to answer questions and to maintain the college’s district-wide internal and external online event calendars.

6. Takes initiative to obtain answers to questions.

7. Makes outbound long-distance calls as required; keeps a log of such calls.

8. Prepares correspondence, logs, and reports as directed.

9. Enters and checks data for Student Inquiry Database.

10. Prepares informational materials for mailing and emailing.

11. Performs outbound calling as directed by supervisor in recruiting or retention campaigns.

12. Assists with training student and substitute workers.

13. Assists with updating and maintaining Information Center training materials.

14. Updates telephone directories.

15. Responds to online chat messages.

16. Performs other duties as assigned.
Job Description
Information Center Representative

MINIMUM QUALIFICATIONS:

Required: Standard high school diploma/GED; excellent customer service skills, telephone techniques, and grammar skills, excellent word processing skills; knowledge of data base and spreadsheet programs; accurate data entry skills; ability to handle multiple calls in a friendly and pleasant manner; ability to deal effectively with many situations in a busy environment.

Preferred: Call center or customer service experience.

Keyboarding Speed: 45 net words per minute with 95% accuracy
Proofreading 1: 70% accuracy
Data Entry 1 - Vendor: 6,200 keystrokes per hour with 95% accuracy

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