CENTRAL OHIO TECHNICAL COLLEGE

Job#: 98532_

Department: Pataskala Gateway_

Job Title: _Gateway Customer Service Assistant

Supervisor: Robin Champ   **Phone #**: 740-755-7272_   **Email:** champ.11@mail.cotc.edu

Hourly Rate: $13.30

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Qualifications:

Summary of Duties:
- Maintain confidentiality
- Responsible for scheduling and providing campus and building tours to prospective students
- Responsible for answering in-coming Gateway phone calls and assisting with out-going calls to prospective and current students
- Collect mail from Services Center/Courier and distribute appropriately
- Prepare packets of information for various events and information meetings and mailings to prospective students
- Operate simple office machinery (copy machine, fax) and computer software i.e. Colleague and various Microsoft Office applications
- Some travel and some evening hours may be necessary.
- Provide customer service to students, staff and community members who contact the Gateway via phone, walk-ins or mail
- Assist with managing students who are in the waiting area and in line during peak periods
- Maintain intake of students visiting the Gateway through signing in to see an advisor, answer basic questions, directing to appropriate office, providing requested paperwork, etc.
- Conduct reminder phone calls for events; follow-up phone calls to no-shows for events or Accuplacer testing
- Log students into the Who's Next System upon arrival for services
- Assist with Gateway events as assigned, including preparation, set-up/take-down, welcome table, etc.
- Utilize Outlook to maintain and schedule appointments for Gateway staff
- Assist with scheduling placement testing.
- Assist with OhioLINK and Library Services.
- Collecting Financial aid verification documents
- Take student ID photos and issue student parking passes
- Assist students in Center for Student Success area
- Other duties as assigned

Background check required for selected applicant.

This job does not replace a full-time employee.

Click here for an application

COTC Account #: <u>11-24-01-51010</u>

<u>**OFFICE OF FINANCIAL AID USE ONLY**</u>

- Students in this job provide services that are open, accessible and designed to improve the quality of life for community residents or to solve particular problems related to those residents' needs __ Yes <u>X</u> No

- Students in this job provide services to students with disabilities __ Yes <u>X</u> No

- Background Check Required? __X_ Yes (Third Party)

6/21/24