



# STUDENT EMPLOYMENT JOB DESCRIPTION

**Job#:** 98552

**Department:** Gateway

**Job Title:** Gateway Customer Service Assistant

**Supervisor:** Jessie Wohlford

**Phone #:** 740-622-1408

**Email:** [wohlford.15@mail.cotc.edu](mailto:wohlford.15@mail.cotc.edu)

**Hourly Rate:** \$13.30

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## **Qualifications:**

COTC student

## **Summary of Duties:**

- Maintain confidentiality while providing customer service to students, staff and community members who contact the Gateway via phone and in person.
- 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 documents, etc.
- Scan students' documents into Perceptive Content.
- Conduct reminder phone calls for events; follow-up phone calls to no-shows for events or COMPASS testing.
- 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.
- Data entry (prospects, test scores, etc.) using Colleague.
- Assist with scheduling COMPASS placement testing.
- Assist with OhioLINK and Library Services.
- Collecting Financial Aid verification documents.
- Assisting students in CAS area.
- Issuing student parking passes.
- 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.
- Assist with mailings to prospective students, which include creating packets with program-specific information, printing labels and stuffing envelopes.
- Assist with filing, including alphabetizing forms.
- Operate simple office machinery (copy machine, fax) and computer software i.e. Colleague, and various Microsoft Office applications.
- Some travel may be necessary.
- Some evening hours may be necessary.
- Other duties as assigned.

Background check required for selected applicant.

This job does not replace a full-time employee.

Click here for an [application](#)

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**COTC Account #:** 11-22-01-51010

***OFFICE OF FINANCIAL AID USE ONLY***

Students in this job provide services that are open, accessible, and designed to improve the quality of life for community residents or to solve problems related to those residents' needs  Yes  No

Students in this job provide services to students with disabilities  Yes  No

Background Check Required?  Yes (3<sup>rd</sup> Party)  No

05/30/24