



STUDENT EMPLOYMENT JOB DESCRIPTION

Job#: 98562

Department: Gateway - Customer Service

Job Title: Gateway Customer Service Assistant

Supervisor: Amanda Snider

Phone #: 740-755-7665

Email: snider.414@mail.cotc.edu

Hourly Rate: \$13.30

Qualifications:

Candidates must possess good written and verbal communication skills, organization and time management skills, and basic phone etiquette. Candidates must have basic familiarity with MS Office products, such as Word, Excel and Outlook, and office equipment. Previous customer service experience is preferred. Successful completion of a background check is required.

Job Description:

- Maintain confidentiality
- Responsible for scheduling and providing campus and building tour to prospective students.
- Assist with filing, including alphabetizing forms.
- Operate 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
- 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.
- Responsible for answering in-coming Gateway phone calls
- Assist with Gateway events as assigned, including preparation, set-up/take-down, welcome table, etc.
- Coordinate placement testing calendar
- Utilize Outlook to maintain and schedule appointments for Gateway staff
- Data entry (notes, documenting, test scores, etc.) using Colleague
- Provide general support to Advisors

Background check required for selected applicant.

This job does not replace a full-time employee.

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COTC Account #: 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 particular problems related to those residents' needs
_ Yes No
- Students in this job provide services to students with disabilities ___Yes No
- Background Check Required? Yes (Third Party) ___No

6/21/24