



Job Description

Job Title: Customer Service Representative (Front Office)

Reports To: Vice President of Business Development and Operations

Position Responsibilities:

- Greet all visitors, clients, prospects and employees with a smile. Determine who they are here for and notify the appropriate person they are here, in a timely manner.
- Project a professional image for the college.
- Have prospective students sign in on the daily sign-in log provided. Ask the prospect to fill out a questionnaire for the rep.
- Maintain front lobby with a clean appearance and decorum. Keep all flyers updated and stocked.
- Answer multi-line phones promptly. Route and transfer calls to the appropriate people. When they are not in their offices, page them and then take accurate messages if necessary. When it is a lead call, track on the Daily Phone Log with the applicable information included. Maintain this log daily. Add on web leads and walk-ins as directed. Transfer calls to reps as quickly as possible.
- Retrieve log and distribute telephone messages daily from the answering machine.
- Maintain and record lead card copies received from reps on the daily log.
- Provide DOA with daily copies of lead logs and sign in sheets.
- Input information daily in the computer regarding leads, appointments, interviews, etc.
- Process incoming and outgoing mail. Stamp outgoing mail. Place incoming mail in the appropriate employee mailboxes.
- Download and print any necessary pictures.
- Produce I.D. cards for new starts.
- Mail out Certificates of Enrollment, along with DOA letters daily to all new enrollees.
- Perform other duties as assigned by the Director of Admissions, or School Director.

Qualifications:

- High School Diploma or GED, some college preferred
- Minimum one year experience answering multi-line phones
- Excellent customer service skills
- Project a professional office image
- Computer skills in Word and Excel
- Dependable/punctual
- Multi-task oriented

Physical Requirements:

- Ability to spend 6 or more hours per day sitting at desk or computer terminal.
- Ability to commute from one campus to another.
- Ability to hear and speak clearly as may spend one or more hours per day on telephone.
- Must be able to multi-task.
- Must be able to lift up to 20 lbs.

Printed Name

Date

Signature