

ADMINISTRATIVE & OFFICE SPECIALIST III, #WO018
(Working Title: Enrollment Services Contact Center Office Specialist)
*****WAGE/HOURLY*****

J. Sargeant Reynolds Community College is the third largest community college in Virginia and offers a variety of academic programs and services to the residents of the City of Richmond and five nearby counties. Annually, our three campuses serve approximately 17,500 credit students and provide training for an additional 11,000 students through the Community College Workforce Alliance. During our 44-year history we have educated nearly 340,000 people in the Richmond area and 1 in 4 local working adults has attended Reynolds. Additional information is available at the College's Website: www.reynolds.edu.

Reynolds is seeking applicants who share in its commitment to students and teamwork. The College supports a culture of life-long learning, celebrating its diversity, and recruiting and retaining star quality employees. It is currently seeking applicants for the position of Enrollment Services Contact Center Office Specialist, Pay Band 3. This position will be assigned to Enrollment Services Contact Center, Parham Road Campus, 1651 East Parham Road, Richmond, VA 23228.

TYPE OF APPOINTMENT:	Part-time hourly position without state benefits. Wage employees are restricted to working approximately 29 hours per week, not to exceed 1,500 hours annually.
DUTIES:	The Enrollment Services Contact Center Office Specialist will provide exceptional customer service related to all Contact Center functions. Remaining in compliance with FERPA and utilizing PeopleSoft to collect data, this position will answer calls quickly and efficiently in order to assist constituents in a timely manner. This position will retrieve, reply, and document emails, faxes, and voicemails received from students; and properly log and file documents. The Contact Center Office Specialist will also advise students in course selection and resolve financial aid Blackboard tickets; communicating with other departments in order to assist students, making referrals as needed. This position will be a member of a team and may be called upon to assist in other areas of the department as needed to support student enrollment services.
QUALIFICATIONS REQUIRED:	Knowledge of enrollment services processes in a higher education setting. Demonstrated ability to provide exceptional customer service to a diverse population of constituents. Demonstrated ability to interpret and communicate policies and procedures; and to communicate effectively both orally and in writing. Demonstrated ability to establish positive working relationships while working as part of a team. Demonstrated ability to utilize personal computers, current software programs, and student information systems. High school diploma or equivalent. The selected candidate must be able to pass the college's pre-employment security screening.
QUALIFICATIONS PREFERRED:	Experience with enrollment services in a community college setting is preferred.
STARTING SALARY:	Approximate starting hourly rate, \$12.37 per hour, based on related experience and pre-employment salary.
APPLICATION DEADLINE:	Applications will be accepted through September 8, 2017.
APPLICATION PROCESS:	To apply for this or any other Reynolds vacant position, please visit the Virginia Jobs website https://virginiajobs.peopleadmin.com .
CONTACT INFORMATION:	Emily Duncan, Recruitment Coordinator Email: eduncan@reynolds.edu