

Call Center
Peer Assistant Job Description

Administrative Supervisor: Darlene Geiger

Site Lead: Ric Jenkerson

Peer Assistant Position Description:

Answers phone calls and messages received in the Call Center. Provide information, assistance and transfer calls to appropriate person or department. Collaborate with fellow Peer Assistants to problem solve issues. Support the College's efforts in student retention, completion and success. Fun is mandatory.

Responsibilities

- Answer all incoming calls and messages.
- Respond to caller general information requests and/or inquiries; refer caller to most qualified area.
- Manage and resolve customer complaints by researching and exploring answers and alternative solutions
- Return voicemail messages and respond to email inquires
- Collect data from incoming calls
- Work on projects as assigned

Learning Outcomes

- Phone communication skills
- Problem-solving, autonomy, self-confidence and empowerment
- Office management skills
- Time management, importance of on-time attendance and meeting deadlines
- Accuracy, accountability and job familiarity
- Overall College awareness and orientation
- Operations of a professional department
- Appreciation of difference and diversity

Qualifications

- Friendly and helpful.
- Ability to listen and speak clearly.
- Effective written communication skills
- Ability to remain calm and poised during conflict and stressful situations
- Capable of handling ambiguity and be flexible with changing environment.
- Positive attitude
- Basic College awareness and eagerness/ability to learn