



Position Announcement October 2024

Position:	Call Center Customer Care Representative
Employment Status:	Part-time
Application Deadline:	Open Until Filled
Primary Work Location:	To Be Determined
Work Schedule:	days / up to 19 hours per week based on need

A review of completed application packets may begin upon receipt. Interviews of qualified candidates may be held following review; the position may close at any time following October 31, 2024 based on a candidate selection.

Position Summary:

The primary responsibility of this position is to receive inbound telephone calls and online-generated requests from the public. The selected candidate will quickly respond to inquiries and resolve issues primarily involving student admissions, registration, advisement, and financial aid. The associate will respond verbally and in writing to inquiries and offer reference information regarding the CGTC website, Catalog, and policy/procedure documents to enhance customer service outcomes. It will be the business practice to handle inquiries in a single transaction and avoid the need to transfer and call back issues. The selected candidate will resolve calls within an acceptable time frame by being familiar with a list of FAQs, website resources and knowledge of policies and procedures in practice at the College. Issues that are beyond the scope of this role will be submitted as call back tickets and designated staff from specific departments will follow-up. The associate will be measured by a variety of criteria including, but not limited to, how well calls are managed, tracked, resolved, performance metrics, and customer satisfaction. The selected candidate will maintain qualifications for employment as described by the Technical College System of Georgia (TCSG) Policy Manual and accreditation standards. The selected candidate will follow rules and regulations as described by the TCSG Policy Manual and other policies and procedures established by the College. This position may require travel within the college's service area and other travel as needed.

Projected Work Hours / Location:

This position will be assigned to the Macon or Warner Robins campus, to be determined. Work hours are limited to a maximum of 19 hours per week; work schedule will be between the hours of 7:45 a.m. to 6:00 p.m. Monday through Thursday and 7:45 a.m. to 3:30 Friday; actual work days are projected to be Monday, Thursday and Friday.. This position will be scheduled to work 12-months a year.

Minimum Qualifications: *Must upload transcripts which show conferred educational degrees and document qualifications in the employment history:*

- Earned High school diploma or earned equivalent
- Documented one (1) year customer service experience

Preferred Qualifications, in addition to the minimum qualifications: *Preference may be given to applicants who, in addition to meeting the minimum qualifications, provide transcripts of conferred degrees and demonstrate in the employment history possession of one or more of the following:*

- Documented work experience in post-secondary environment
- Documented specific customer service telephone experience and advanced business writing skills

Salary / Benefits:

This position is paid at the gross wage of \$15.50 per hour. Part-time positions do not imply or suggest a continuance of employment or a promise of future full-time employment. CGTC is a member of Teachers Retirement System of Georgia (TRS) and Employees Retirement System of Georgia (ERS). Part are not eligible for retirement benefits, state insurance, leave accrual and holiday pay.

Application Procedure:

Applicants are required to complete the employment application in full and provide supporting documentation by the stated closing deadline for the position. GCTC does not accept mailed, faxed, or hand-delivered applications.

Applicants who complete the application procedure will be evaluated for meeting the position requirements based on the published job responsibilities, meeting the minimum and preferred qualifications based on the educational history, employment skills presented under job duties in the application system against the published job announcement. A completed application packet consists of the following:

1. A completed CGTC electronic application in the CGTC application portal.
2. As applicable, applicants for instructional positions are asked to provide a resume in addition to completing the CGTC application. Applicants for non-instructional positions may provide a resume if they wish. Submission of the resume does not replace the requirement to complete the CGTC electronic application.
3. Postsecondary transcripts that demonstrate the conferral of the degree, if applicable, and demonstrates the applicant meets the educational minimum requirements and, if applicable, the preferred educational requirements (*grade reports and diploma copies are not accepted in lieu of transcripts*)
4. Positions requiring a High School Diploma or GED as a minimum qualification do not have to submit a HSD/GED transcript documentation as part of the application process
5. Non-photo license(s) and/or certification(s) which fulfill the minimum, and if applicable the preferred qualifications stated in the job announcement

Incomplete application packets at the time of the position closing may not be considered. It is the responsibility of the applicant to obtain and upload the application documentation by the stated deadline.

For more information concerning our application process or available positions, please contact the Human Resources Office at 478-757-3449 or 478-218-3700 or via email to cdominy@centralgatech.edu.

All applicants are subject to the following applicable pre-employment screenings:

Criminal History Records	Motor Vehicle Records
Employment References	Pre-Employment Drug Test
Fingerprint Records	Credit History Records
Psychological Screening	Medical Examination

As set forth in its student catalog, Central Georgia Technical College (CGTC) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, creed or religion, national or ethnic origin, sex (including pregnancy, sexual orientation, and gender identity), disability, age, political affiliation or belief, genetic information, veteran or military status, marital status, or citizenship status (except in those special circumstances permitted or mandated by law).

The following person has been designated to handle inquiries regarding the non-discrimination policies:

The Title VI/Title IX/Section 504/ADA Coordinator for CGTC nondiscrimination policies is Cathy Johnson, Executive Director for Conduct, Appeals, & Compliance; Room A-136, 80 Cohen Walker Drive, Warner Robins, GA 31088; Phone (478) 218-3309; Fax: (478) 471-5197; Email: cjohnson@centralgatech.edu.

All application materials are subject to the Georgia Open Records Act O. C. G. A. §50-18-70.