



**Help Desk Associate
Full Time
Polk County Campus**

Georgia Northwestern Technical College is seeking qualified applicants for the position of Help Desk Associate to be located on the Polk County Campus and may be required to travel to other campuses to meet operational requirements. This position will report to the Director of Student Success. This is not a supervisory role. This associate is responsible for providing comprehensive student support via telephone, email and text daily. Serves as an initial customer service representative for incoming calls and emails. Manages email messages from prospective students. Conducts outbound call, email and/or text enrollment management and retention campaigns. Assists with maintenance of help center website. This position will require flexible hours and possible travel to other campuses for training.

Duties/Responsibilities:

- Answer and effectively address incoming telephone calls
- Maintain high performance metrics including average handle time, after call work, quality, adherence, as well as customer satisfaction
- Ability to work independently while doing what's best for our students
- De-escalate calls while delivering difficult messages to students in a way that creates a positive customer experience.
- Answer and effectively resolve email inquiries
- Under the direction of the Director of Student Success, conduct outbound call/email enrollment management campaigns within the Call Center
- Assist in maintaining pertinent, student centered information on the Help Center web page
- Participate in all training and customer service programs as assigned
- Efficiently utilize Banner Forms, SSB, DegreeWorks, aXs and other software programs as needed
- Demonstrate the ability to effectively and professionally resolve student issues while maintaining FERPA
- Duties as assigned.

Competencies:

- Knowledge of the mission of postsecondary vocational/technical education
- Knowledge of relevant college, state and federal policies
- Knowledge of Helpdesk Ticket System
- Knowledge of customer service standards
- Knowledge of modern office practices and procedures
- Skill in the operation of computers and job related software programs
- Knowledge of college programs of study
- Knowledge of financial aid requirements
- Skill in interpersonal relations and in dealing with the public

- Oral and written communication skills

Minimum Qualifications: High School diploma or GED. The ideal candidate will possess excellent written and verbal communication skills and a customer service-oriented attitude, be proficient in the use of technology in an office environment, possess the ability to multi-task, manage time effectively and work as a team member in a fast-paced environment.

Preferred Qualifications: In addition to the minimum qualifications, one (1) to two (2) years of work experience in a related field.

Starting Salary: \$34,320

Benefits: If this is a part-time position, no benefits are available. If this is a full-time position, benefits include: 13 paid State holidays, annual and sick leave, a State of Georgia benefits package that includes Health, Dental, Vision, Life, etc. A choice of two retirement systems: Teachers Retirement System of Georgia or the Employee's Retirement System of Georgia based upon position and 401K options.

Application Deadline: Open until filled.

Application Process: All application packets MUST be completed via the GNTC Online Job Center at www.gntc.edu/about/employment/. We do not accept resumes, transcripts, etc. in any other format except through the Online Job Center. As a part of the application process, interested candidates will also be required to upload documents such as a resume, work reference contact information, and transcripts if applicable. Pursuant to college policy, a thorough background investigation, including a criminal history records check, shall be conducted on all candidates prior to being hired for any position with our college. Some positions may require a motor vehicle record search, credit history and drug screen. **No phone calls or emails please.**

A Unit of the Technical College System of Georgia

Equal Opportunity Employer

A unit of the Technical College System of Georgia, as set forth in its student catalog, GNTC 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). Title IX and Equity Coordinator: Elizabeth Barksdale, Floyd County Campus, Building I 103, 706-295-6592, ebarksdale@gntc.edu.