Job Title: Customer Care Representative  

Job Code: 10062

**JOB SUMMARY**

The Customer Care Representative provides customer service to internal and external customers.

**MAJOR DUTIES**

- Counsels prospective and returning students in the registration process (student data entry and management);
- Prepares classrooms in various buildings located throughout the campus area;
- Creates new classes (system management of new classes);
- Responds to requests for information;
- Enters data from forms, records, reports and/or other sources;
- Provides secretarial/clerical support such as incidental typing and filing;
- Ensures all class materials are prepared;
- Prepares class schedules.

**COMPETENCIES**

- Knowledge of Queue Mobile training
- Knowledge of Helpdesk Ticket system
- Ability to provide instruction to others on use of equipment or processes
- Skill in interpersonal relations and in dealing with the public
- Decision making and problem solving skills
- Organizational skills
- Oral and written communication skills
- Skill in the operation of computers and job related software programs

**MINIMUM QUALIFICATIONS**

High School Diploma or GED recipient *and* One (1) year of related work experience

**PREFERRED QUALIFICATIONS**

Preferred qualifications will vary from location to location.