POSITION TITLE: Customer Service Representative (CSR), University Visitors Center

DEPARTMENT: Office of Undergraduate Admissions

COLLEGE/ADMIN OFFICE: Division of Enrollment Management

LOCATION: Newark – University Visitors Center (in-person)

TITLE OF SUPERVISOR: Associate Director, Visit Experience and Events Manager

CONTEXT OF THE JOB:
The Office of Undergraduate Admissions receives approximately 35,000 freshman and transfer applications per year and hosts 200-600 guests daily along with various other programming for on-campus, off-campus, and virtual recruitment.

The Office of Undergraduate Admissions seeks a Customer Service Representative (CSR) who is the first point of contact when guests enter the University Visitors Center (UVC). Under the direct supervision of the Associate Director, the role works in collaboration with the Visit Experience Team to develop and deliver a high-quality experience and environment for guests of the university. This opportunity positions the CSR to represent the University with a strong focus on positive and engaging customer service. The Office values diversity and encourages people with an interest in and passion for customer service and receptionist work to apply.

MAJOR RESPONSIBILITIES:
- Assist with checking families into their presentation and campus tour, directing them to locations on and around campus, and providing an overall welcoming and positive experience
- Handle basic customer service needs and questions, and/or refer guests to the appropriate Admissions representative
- Assist with managing email communications and marketing material inventory
- Perform other duties as assigned

QUALIFICATIONS:
- High School Diploma or GED
- Strong customer service and active listening skills
- Excellent verbal and written communication skills required
- Ability to handle basic customer service problems and requests adeptly
- Attention to detail and time management
- Demonstrated ability to be proactive and appropriately reactive to situations
- Strong interpersonal skills
- Ability to multi-task, work independently and as a team member to achieve common goals, and to exercise sound judgment
- Ability to communicate effectively and interact well with people of all ages and diverse backgrounds
- Ability to work effectively and respectfully with people of diverse ages and cultural backgrounds
HOURS:
This is a part-time, miscellaneous wage position with no University of Delaware benefits. The schedule is 5 hours per day between 9:00 a.m. – 4:00 p.m., Monday-Friday with additional flexible hours during special event weeks.

COMPENSATION:
The hourly rate is $13.00 per hour

APPLICATION AND DEADLINE:
Please send resume, one page cover letter, and two professional references with names, telephone numbers and email addresses to CARROLLL@udel.edu. Open until filled, interest in hiring immediately.

Include hourly salary requirements and any scheduling considerations that affect your daily, monthly and seasonal availability for work.