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

DEPARTMENT: Office of Undergraduate Admissions

COLLEGE/ADMIN OFFICE: Division of Enrollment Management

LOCATION: Newark – University Visitors Center

TITLE OF SUPERVISOR: Senior Associate Director

CONTEXT OF THE JOB:
The Office of Undergraduate Admissions receives approximately 28,000 freshman and transfer applications per year and hosts 200-600 guests daily along with various other programming for on-campus and off-campus 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). This role will assist with checking families into their presentation and campus tour, directing them to spots on and around campus and providing an overall welcoming and positive experience. The CSR will handle basic customer service needs and questions, and/or refer guests to appropriate Admissions representative. The position will also assist with managing email communications and marketing material inventory, and other duties as assigned.

This opportunity positions the CSR to represent the University with a strong focus on positive and engaging customer service. The role works in collaboration with the visitation team to develop and deliver a high-quality experience and environment for guests of the university.

The Office values diversity and encourages people with an interest in and passion for customer service and receptionist work to apply.

QUALIFICATIONS:
- Strong customer service skills.
- Excellent verbal and written communication skills required
- Active listening skills
- Handle basic customer service problems and requests adeptly
- Attention to detail and time management
- Knowledge of the University of Delaware.
- 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.
- A clear and pleasant manner of communicating with an outgoing personality and an easy ability to form relationships and connect with people
• Proficiency with Google drive and documents, Microsoft Word, Excel and database software
• Ability to work effectively and respectfully with people of diverse ages and cultural backgrounds
• Ability to sit at a computer for long periods

HOURS:
This is a part-time, miscellaneous wage position with no University of Delaware benefits. The schedule is 25 hours per week from 12:00 - 5:00 p.m., Monday-Friday.

COMPENSATION:
The hourly rate is $10-10.75 per hour.

APPLICATION AND DEADLINE:
Please send resume, one page cover letter, and three professional references with names, telephone numbers and email addresses to dianab@udel.edu by September 6, 2019.

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