CUSTOMER SERVICE COORDINATOR
Lacombe Campus

Job Announcement

Northshore Technical Community College is accepting applications for a full-time, unclassified position domiciled in Lacombe.

Applications will be accepted until position is filled, with preference being given to those received on or before October 15, 2023.

All applicants are subject to a background check, in accordance with NTCC Policy HR-020, a criminal history check will be conducted on all new hires. NTCC participates in the federal E-Verify system for identification and employment eligibility purposes.

To apply please submit: (1) a letter of application, (2) a resume and (3) official transcript to (for transcript to be considered official, it must be sent directly from the school/college/university to Human Resources):

Attention: Hiring Manager
Northshore Technical Community College
65556 Centerpoint Boulevard
Lacombe, LA 70445
Telephone number: 985-545-1215
Email: resumes@northshorecollege.edu

Job Summary:

The Customer Service Coordinator provides a broad range of customer service-related activities in support of various departments across the college. Provides call routing and general information to college customers including NTCC staff, faculty, students, and the public. Stay abreast of college, campus, and department updates. Manages the main lobby and front desk. Provide support to the administrative departments.

QUALIFICATIONS:

Required: Bachelor’s degree and two years related work experience; or an associate degree or technical diploma from a nationally or regionally accredited college with seven (7) years related work experience in customer service, or office administration.

RESPONSIBILITIES:

• Serves as first-line liaison for internal and external customers (guests, faculty, staff, students, business partners, vendors, etc.)
• Corresponds with a diverse customer base in person, by phone, or by email.
• Greets students and visitors in an efficient and courteous manner.
• Provides information obtained from a variety of sources to field questions from the public regarding departments, phone numbers, operational hours, etc.
• Work closely with college departments to stay abreast of college, campus, and department updates.
• Assists callers in identifying needs and then routing calls appropriately.
• Respond to routine customer questions and/or needs, provide appropriate response/service for the situation; refer to other departments as appropriate.
• Assist students/potential students with general admission and enrollment inquiries.
• Enter and or update student and alumni contact information in appropriate databases.
• Report unusual situations or concerns to appropriate personnel.
• Investigate unusual situations or concerns and assist in problem solving.
• Assist with coordinating campus/college activities and events.
• Responsible for submitting purchase requisitions for the administrative departments, collegewide purchases, and Amazon purchases.
• Manages facility rental contracts.
• May supervise, train and direct work of student worker.
• Checks in deliveries from UPS, FedEx, etc. and informs the proper individuals/departments that items ordered have been received. Sends required documentation to the Purchasing department upon delivery.

• Serves as back-up for conference room scheduling.
• Maintains a clean and safe lobby area.
• Perform other related duties as assigned.

SPECIAL SKILLS AND ABILITIES:

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Skills/Abilities: Excellent customer service, phone etiquette, analytical, problem-solving, and decision-making skills. Strong interpersonal skills and the ability to interact and communicate well with others. Ability to communicate effectively in both written and verbal form. Ability to multitask; complete more than one task at a time or quickly move from one task to the next. Intermediate knowledge of office practices and procedures. Ability to maintain a high level of accuracy in relaying and entering information. Proficient computer skills including spreadsheet and word processing programs. Ability to e-mail at a highly proficient level. Have stress management skills and time management skills. Ability to work intricate phone systems. Must maintain confidentiality of work-related information and materials. Must establish and maintain effective working relationships. Must be reliable.

2. Equipment Used: Personal Computer and other equipment associated with a general office environment (copier, telephone, fax, etc.).

3. Software Used: A variety of word-processing, spreadsheet, database, e-mail, and presentation software.

PHYSICAL REQUIREMENTS:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this Job, the employee is regularly required to sit; use hands to handle or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee will occasionally lift and/or move up to 10 pounds.
INTERPERSONAL SKILLS:
Alternative or combined skills in understanding, counseling, and/or influencing people are important in achieving job objectives, causing action, understanding others, or changing behavior; and, skills of persuasiveness or assertiveness, as well as sensitivity to the point of view of others.

WORKING CONDITIONS:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The incumbent will be located in a busy, open area office and is faced with constant interruptions and must meet with others on a regular basis. The incumbent will spend long hours on the phone and on the computer. The incumbent must also deal with a wide variety of people on various issues.

Northshore Technical Community College is an Equal Opportunity Employer
In compliance with Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, and Section 504 of the Rehabilitation Act of 1973, this Educational Agency upholds the following policy: Northshore Technical Community College campuses assure equal opportunity for all qualified persons without regard to race, religion, sex, national origin, age, handicap, marital status or veteran's status in admission to, participation in, or employment in the program and activities of this system. Each campus welcomes handicapped individuals and has made buildings accessible to them.