

Information Center Representative (Office Administrative
Associate A)
Community College of Philadelphia

Direct Link: <https://www.AcademicKeys.com/r?job=251483>

Downloaded On: Jan. 15, 2025 5:38am

Posted Jan. 13, 2025, set to expire May 8, 2025

Job Title Information Center Representative (Office Administrative
Associate A)

Department All Jobs

Institution Community College of Philadelphia
Philadelphia, Pennsylvania

Date Posted Jan. 13, 2025

Application Deadline Open until filled

Position Start Date Available immediately

Job Categories Classified Staff

Academic Field(s) Administrative Support/Services

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Job Description

Posting Details

Position Information

Position Title: Information Center Representative (Office Administrative Associate A)

Requisition Number: SCL00375

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General Description

Under the supervision of the Associate Director, the **Information Center Representative**, (Office Administrative Associate A) position provides tactical, administrative, and operational support in the College's Information Center. Primary responsibilities include providing outstanding customer service via electronic communications, in-person, and/or telephone (inbound and outbound) in a timely, professional and efficient manner; assisting callers by providing general College information; scheduling placement tests and registration sessions; researching and resolving issues, or escalating complex issues, as needed.

College Intro

Success starts at Community College of Philadelphia. Innovators and difference makers work at Community College of Philadelphia. Diversity thrives at Community College of Philadelphia. We are a college that is committed to promoting a work environment that attracts and retains talented and diverse faculty and staff. We challenge each other and ourselves to achieve at the highest level while contributing to the mission of the College and the betterment of Philadelphia. We value and support an intellectually dynamic community to prepare our students for global citizenship. Join us and become a part of a community that has long been and will continue to be generators of generational change in this city and beyond.

Community College of Philadelphia is an open-admission, associate-degree-granting institution which provides access to higher education for all who may benefit. Its programs of study in the liberal arts and sciences, career technologies, and basic academic skills provide a coherent foundation for college transfer, employment and lifelong learning. The College serves Philadelphia by preparing its students to be informed and concerned citizens, active participants in the cultural life of the city, and enabled to meet the changing needs of business, industry and the professions. To help address broad economic, cultural and political concerns in the city and beyond, the College draws together students from a wide range of ages and backgrounds and seeks to provide the programs and support they need to achieve their goals.

Specific Responsibilities

- Provide quality customer service in responding to all College information and process inquiries from incoming students, current students, members of the community and all prospects in the county, out of county, and out of state, redirecting to other College offices as needed.

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- Provide information and assistance to incoming students regarding the various steps involved in general College procedures, specifically those related to the admissions and enrollment process.
- Assist in outgoing phone calling projects to include appointment reminders and recruitment/enrollment campaigns and follow up on escalated or research related issues.
- Assist incoming students with scheduling placement tests and registration sessions using appropriate modules in Banner and customer relationship management (CRM) system.
- Assist callers in navigating the College's website.
- Remain knowledgeable of processes and procedures regarding enrollment management to resolve basic questions and/or problems regarding admissions, financial aid, registration and related academic support services.
- Demonstrate excellent customer service skills through active listening, verifying instructions, and asking questions to clarify understanding of a new or complex assignment and seeking additional clarification as needed.
- Assist the Manager in data collection needed to evaluate the current state of doing business by offering recommendations to improve the operation of the Information Center.
- Adhere to established benchmarks for calls answered compared to calls presented.
- Deliver exceptional quality customer service over telephone, in person, and via electronic communications.
- Perform assigned duties in a manner consistent with the mission, goals, and core values of the College.
- Maintain sensitivity, understanding and respect for a diverse academic environment, inclusive of students, faculty and staff of varying social, economic, cultural, ideological and ethnic backgrounds.
- Perform other duties as assigned.

Minimum Qualifications

- A high school diploma or its equivalent (e.g., GED) required.
- At least one (1) year of work experience in a call center, help desk, or information center required.
- Ability to work in a quality-controlled, performance-measured work environment required.
- Demonstrated ability to handle multiple tasks simultaneously required.
- Ability to communicate well both verbally and in writing required.
- Ability to give and receive feedback in a constructive manner required.
- Demonstrated ability to handle conflict situations in a calm, courteous manner required.
- Demonstrated ability to adapt to a rapidly changing environment required.
- Demonstrated ability to provide excellent customer service to a diverse community of internal and external stakeholders (e.g. students, parents, faculty, and community partners) by effectively

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using cross-cultural skills and abilities required.

Preferred Qualifications

- Associates degree preferred. Any and all degrees must be from a recognized institutional accreditor.
- Related work experience providing customer service to students in a higher education setting via telephone, electronic communications and face to face strongly preferred.
- Bilingual or multilingual capabilities strongly preferred.
- At least one (1) year of face-to-face customer service experience preferred.
- Proficiency using an enterprise-wide system (i.e. Ellucian Banner), MS Word and MS Excel preferred.
- Previous experience using a customer relationship management (CRM) system preferred.

Work Location: Main Campus

Benefits Summary

Benefits: *“Success Starts Here” at Community College of Philadelphia. We recognize that our success as a college and the success of our students starts with our employees. Our employees are vital to our success. Our total compensation package includes a comprehensive offer of benefits that are unrivaled by most.*

Full-time faculty and staff benefits include:

- College-paid medical, dental, drug, life and disability insurance
- Tuition remission (for classes at the college)
- Forgivable tuition loan (for classes at any accredited academic institution)
- 403(b) retirement plan with 10% College contribution with employee contribution 5%
- Flexible spending accounts
- Paid vacation, holiday and personal time
- Partial remote work schedule for remote work eligible positions

Additional College benefits:

- Winter break: 1 week around the third week in December and New Years

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- Spring Break: 1 week in March
- Summer Hours: 4-day work week (closed on Fridays) from the 2nd week in May through the 3rd week in August

For More information about the College benefits and eligibility based on employee class, please visit:
<https://www.myccp.online/human-resources/benefits-eligibility>

Salary Grade or Rank: 6

Min Salary: \$19.22

Max Salary: \$36.66

Job Posting Open Date: 06/11/2024

Type of Position: Classified

Employment Status: Full-Time

Special Instructions to Applicants

Interested persons should complete an online application.

- Cover letter of interest and CV/resume REQUIRED.
- Name and contact information for three (3) references REQUIRED.
- Employment offers are contingent upon successful completion of background checks in accordance with the Pennsylvania Child Protective Services Law.
- Must be legally eligible to work in the U.S. Community College of Philadelphia is an affirmative action, equal opportunity and equal access employer.
- Community College of Philadelphia is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status or any other characteristic protected by law.

Supplemental Questions

Required fields are indicated with an asterisk (*).

1. * How did you hear about Community College of Philadelphia?
 - CareerBuilder.com
 - HigherEdJobs.com

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- LinkedIn
 - The Chronicle
 - Veterans Job Fair
 - Professional & Technology Diversity Career Fair
 - AL DIA - Diversity Career Fair
 - Community College of Philadelphia Website
 - Indeed.com
 - Other
2. * If your answer to the above question is Other, please note the source below. If this question does not apply to you, enter N/A.

(Open Ended Question)

3. * What is the highest level of education you have completed?
- No Response
 - High School/GED
 - Associates Degree
 - Bachelor's Degree
 - Master's Degree
 - Doctorate
 - Other
4. * Do you have at least one (1) year of work experience in a call center, help desk, or information center?
- Yes
 - No
5. * Do you have the ability to work in a quality-controlled, performance-measured work environment?
- Yes
 - No
6. * Do you have related work experience providing customer service to students in a higher education setting via telephone, electronic communications, and face-to-face?
- Yes
 - No
7. * Are you bilingual or multilingual?
- Yes
 - No
8. * Do you have at least one (1) year of face-to-face customer service?

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- Yes
 - No
9. * Are you proficient using an enterprise-wide system (i.e. Ellucian Banner), MS Word and MS Excel?
- Yes
 - No
10. * Do you have previous experience using a customer relationship management (CRM) system?
- Yes
 - No

Documents Needed to Apply

Required Documents

1. Resume
2. Cover Letter/Letter of Application

Optional Documents

1. References

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Contact Information



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Please reference Academickeys in your cover letter when
applying for or inquiring about this job announcement.

Contact Abby Ametrano Aametrano@ccp.edu
All Jobs
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