

POSITION ANNOUNCEMENT
Department of University Admissions
Division of Academic Affairs

CONTACT CENTER AMBASSADOR - Classified Extra Part-Time Help
4 positions available

POSITION: Henderson State University invites applications for the position of Contact Center Ambassador. The Department of University Relations and Admissions seeks a dynamic, innovative, and confident communicator to contact, interview, address questions, and motivate prospective students and families. The successful candidate will excel at time management and organization as a complement to their positive attitude and commitment to each individual prospective student, as well as a commitment to the achievement of university undergraduate enrollment objectives.

JOBDESCRIPTION: Working collaboratively with the Department of Admissions staff, including the Ambassador Team, the Contact Center Ambassador supports University-wide enrollment efforts by providing a high volume of recruitment related call support to prospective students and families. This position is best suited to someone who prefers a fast-paced, team environment and possesses the ability to establish relationships over the phone. Essential functions of the Contact Center Ambassador include the following:

1. Receive inbound calls, and make outbound calls, delivering prepared scripting to prospective students to help them move forward in the enrollment process.
2. Utilize Web chat, email, and social media platforms to effectively communicate with prospective students.
3. Collaborate with Admissions Counselors/Recruitment Team to assist students in completing applications.
4. Maintain relationships with inquiries and applicants through their start date, resolving any issues that may arise to ensure successful enrollment.
5. Maintain a high level of productivity to meet and exceed established admissions objectives.
6. Identify and overcome objections faced, while keeping the customer's best interest a priority.
7. Handle inbound inquiries, providing potential students and families with accurate information and direction to ensure an optimal communication experience.
8. Document all call information within the CRM according to standard operating procedures.

9. Attend ongoing professional development to implement best practice in customer relations and improve communication and technical skills, as required for the position.
10. Maintain a professional and productive work environment.
11. Complete any other tasks, projects, or assignments not described herein.

QUALIFICATIONS: Henderson State University is an Equal Opportunity employer/Affirmative Action Employer with a significant commitment to the achievement of excellence and diversity among its faculty, staff and students. In pursuit of this commitment, the successful candidate must possess demonstrated ability to establish relationships and build rapport over the phone, excellent interpersonal and communication skills, excellent oral and written communication skills including public speaking, excellent organization skills, and the ability to prioritize and manage multiple tasks simultaneously with minimal supervision. Qualified candidates must strive for personal and organizational continuous improvement in the delivery of admission and recruitment services, be goal-oriented and able to thrive in a fast-paced, team environment.

Candidate must have the flexibility to work afternoons, and evenings as late as 8:00 p.m., and on Sundays.

SALARY: \$9.25 per hour; up to 25 hours per week

THE UNIVERSITY: Henderson is located in Arkadelphia, a charming, family-centered community of 11,000 residents situated one hour south of Little Rock. Nestled in the foothills of the Ouachita Mountains, the community is home to two universities, a strong public school system, a thriving medical community, two recreational rivers, the iconic Lake DeGray, and is approximately 30 miles from historic Hot Springs National Park, one of the great American treasures.

APPLICATION: Candidates must submit a completed State of Employment Application, which can be downloaded at <http://www.hsu.edu/humanresources/StateEmpApp.pdf>. Applications accepted by the Office of Human Resources, Womack 209, PO Box 7884, Arkadelphia, AR 71999 or via pdf documents e-mailed to humanresources@hsu.edu.
Please note that applicants selected for these positions will be required to submit to background screenings, including criminal background checks and substance abuse testing.