

MTSU Undergraduate Admissions

Student Call Center Position

Address: 1301 E Main St. SSCA 120 Murfreesboro, TN 37132

Website: www.mtsu.edu

Organization Overview: Middle Tennessee State University admissions and recruitment.

Position Description: The Student Call Center Representative is in place to communicate with prospective students via outbound calls. The representative is responsible for conveying effective communication to these students about MTSU's programs and services. Job Functions: 1. Make outbound calls to prospective students 2. Provide high level of customer service 3. Assist prospective student regarding programs/ deadlines/ services 4. Provide potential students with accurate information regarding MTSU 5. Answer any questions effectively with the use of www.mtsu.edu and with current knowledge of MTSU

Minimum Qualifications: We are looking for three (3) candidates who have experience in a call center atmosphere (inbound or outbound experience) and/or strong customer service experience. The Student Call Center Representatives must be motivated, possess strong verbal communication skills, have knowledge about MTSU, and have a basic understanding of computer functions. Candidates must be currently enrolled as undergraduate or graduate students at MTSU.

Application Instructions: Interested applicants should submit a resume to Nathan.Haynes@mtsu.edu and include a short description of why you are interested in this position by Thursday, January 18, 2018. We will be filling the positions as soon as possible.

Desired Start Date: 01.29.2018

Position Location: MTSU Campus (Student Services & Admissions Center)

Position Type: Part time

Salary Type: Hourly

Wage Amount: \$8.00 per hour