Bay State College
Enrollment Management
Job Description

Title: Call Center Representative
Reports to: Director of Call Center Operations
Employment: Part-Time Position

Summary: Under the Director of Call Center Operations, the Call Center Representative must possess high energy, flexibility when coping with change, and must have a results driven attitude. This position will be responsible for daily telephone outreach with prospective students and their families. The principle accountability of the Call Center Representative is to increase campus visits and assist in increasing overall student enrollments at Bay State College. Qualified candidates must possess strong ethical integrity.

Responsible for:
• Conducting and engaging in extensive phone work to schedule admissions office appointments, invite prospective students to campus events, assist with scheduling and confirming financial aid appointments, invite students to summer programs, and warm transfer students to Admissions and/or Financial Aid Representatives as needed
• Communicates well with high school juniors/seniors and their parents
• Goal oriented, results-driven, and self-motivated
• Possesses strong ethical integrity
• Strong interpersonal skills engaging prospective students/families
• Possesses an outgoing, confident personality with a professional attitude
• Evaluate prospective students' needs, interests and qualifications while providing clear and concise information to help the prospective student and family make an informed decision about Bay State College
• Professionally represent Bay State College and uphold the College’s values (quality, respect, and support)
• Maintain confidentiality of student records
• Track and record student records and activities in CampusVue
• Other duties as assigned

Experience:
• Previous call center experience preferred.
• Sales experience preferred.
• Customer service experience is required.

Education:
• High school diploma is required.
• Associates Degree or higher is preferred.

Qualified applicants should forward a copy of their resume, cover letter and three professional references to Kim Odusami, Director of College Admissions
kodusami@baystate.edu