



Mississippi Gulf Coast Community College

Notice of Vacancy

Location of Position: District Office – Enrollment Management and Student Success
(Jefferson Davis Campus)

Position Available: Part time Student Support Representative/Answer Center Operator	Classification: <input type="checkbox"/> Administration <input type="checkbox"/> Faculty <input type="checkbox"/> Staff <input checked="" type="checkbox"/> Hourly
Date Position Available: Upon Request	Salary Scale: Salary based on experience and education

Qualifications & Experience:

MANDATORY: (M1) Minimum of an Associate Degree from an accredited institution. (M2) Work experience in a professional setting. (M3) Demonstrated proficiency with Microsoft Office Suite. (M4) Excellent organizational and communication skills. (M5) Customer service experience.

DESIRABLE: (D1) Baccalaureate degree for an accredited institution (D2) Experience working in a Student Services related area, preferably a community college setting. (D3) Experience with SCT Banner or other administrative software.

The College:

The Mississippi Gulf Coast Community College District serves a four-county area with three major campuses, the Community Campus and four centers including: Perkinston Campus, Perkinston, MS; Jefferson Davis Campus, Gulfport, MS; Jackson County Campus, Gautier, MS. Additionally, Mississippi Gulf Coast Advanced Manufacturing and Technology Center, Gulfport, MS; Keesler Center, Biloxi, MS; West Harrison Center, Long Beach, MS; and George County Center, Lucedale, MS.

State and regional associations accredit Mississippi Gulf Coast Community College, and several programs are accredited nationally. Offerings include academic, technical degree, vocational skill and adult continuing education programs.

Application Information & Deadline

For additional information on the position, contact:

Miranda Hedman
Director of Recruitment
 P.O. Box 609, Perkinston, MS 39573
 Office: 228.897.3712
miranda.hedman@mgccc.edu

Complete official college application form, resume, and transcripts will be received in the Human Resources Office until the position is filled. Review of applications will begin after:

Open Until Filled

Mail all documents to: **Human Resources Office**
 P.O. Box 609
 Perkinston, MS 39573
 E-mail: human.resources@mgccc.edu

Job Listing Web Address: www.mgccc.edu

Mississippi Gulf Coast Community College is an Equal Opportunity Employer and welcomes students and employees without regard to race, religion, color, national origin, sex, age or qualified disability in its programs and activities. For further information, contact the Equal Employment Opportunity Officer at a Mississippi Gulf Coast Community College Campus, Center or the District Office. Compliance is coordinated by the Compliance Officer, P.O. Box 609, Perkinston, Mississippi 39573, telephone number 601-528-8735, email address compliance@mgccc.edu.



JOB DESCRIPTION

Student Support Representative (Part-time) District Office: Enrollment Management and Student Success

General Statement of Function: The successful candidate will possess superb telephone skills and will be comfortable communicating via social media tools. The successful candidate will also be knowledgeable of all components of student enrollment process and will exhibit superior customer service skills in all functions to positively enhance the student's educational experience. This position requires someone with an outgoing and positive attitude, multi-tasking ability, and excellent problem-solving capabilities.

Specific Duties and Responsibilities:

1. Support and provide superior service via phone, emails, social media, website and faxes as a receiver and caller.
2. Understand the impact of attitude in handling calls professionally.
3. Effectively deal with job stress, angry callers, and upset customers.
4. Apply the proper telephone etiquette to satisfy various customer situations.
5. Apply appropriate actions to effectively control a telephone conversation.
6. Use an effective approach to handle special telephone tasks like call transfers, taking messages, callbacks, holds, interruptions, and unintentional disconnects.
7. Maintain a knowledge base to provide accurate information to potential and current students about admission requirements, financial aid requirements, student accounts, and other general information related to college policies and procedures.
8. Maintain a positive, professional environment with time flexibility for multi-tasking.
9. Assist/Instruct students with the utilization of web based services.
10. Monitor the questions email account (questions@mgccc.edu); ensure responses are appropriate such as grammar, tone, professionalism, timeliness, etc...
11. Handle difficult situations with positive and professional composure at all times.
12. Be familiar with and abide by MGCCC Policies and Procedures Manual.
13. Be familiar with the College Catalog and Student Handbook.
14. Be familiar with and adhere to privacy guidelines.
15. Be flexible in working weekends, early mornings and our evenings/nights as well as regular college holidays.