



## Call Center Supervisor Admissions

ADM/6

### JOB SUMMARY

This position performs specialized duties coordinating the day-to-day operations of the Admissions Call Center.

### MAJOR DUTIES

- Serves as the Educational Management Action System (EMAS) system administrator.
- Supervises the work of the Admissions Call Center staff.
- Responds to online and web inquiries from prospective students and applicants.
- Enters information to the Banner system.
- Assists with visitation, dean scholar, and orientation and registration events.
- Generates division reports for recruitment purposes.
- Enters high school transcripts.
- Performs related duties as assigned.

### KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of college policies and procedures.
- Knowledge of computers and job-related software programs.
- Knowledge of Dartton State College admissions policies.
- Knowledge of Board of Regents requirements.
- Skill in decision making and problem solving.
- Skill in the provision of customer services to applicants and students.
- Skill in oral and written communication.

### SUPERVISORY CONTROLS

The Director of Admissions assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

### GUIDELINES

Guidelines include software specifications and guidelines, college policies and procedures, University System of Georgia policies and procedures, and the Family Educational Rights and Privacy Act. These guidelines are generally clear and specific, but may require some interpretation in application.

### COMPLEXITY/SCOPE OF WORK

- The work consists of related specialized duties. Frequent interruptions contribute to the complexity of the position.
- The purpose of this position is to coordinate the activities of the Call Center. Success in this position contributes to the efficiency and effectiveness of the recruitment and admissions process.

## **CONTACTS**

- Contacts are typically with co-workers, faculty, staff, students, applicants, parents, high school guidance counselors, software support personnel, and members of the general public.
- Contacts are typically to give or exchange information or to provide services.

## **PHYSICAL DEMANDS/ WORK ENVIRONMENT**

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing or stooping. The employee occasionally lifts light objects.
- The work is typically performed in an office.

## **SUPERVISORY AND MANAGEMENT RESPONSIBILITY**

This position has direct supervision over Call Center staff.

## **MINIMUM QUALIFICATIONS**

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- Experience sufficient to thoroughly understand the work of subordinate positions to be able to answer questions and resolve problems, usually associated with one to three years experience or service.