Our company is growing rapidly and is searching for experienced candidates for the position of customer success representative. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for customer success representative

- Assist students at front counter in person, by phone and email
- General clerical work and operation of associated equipment to include but not be limited to filing, sorting, routing, scanning, faxing, copying, laminating, creating word processing documents, data entry to Excel spreadsheets
- Maintain adequate supply of office handouts
- Receive completed service request forms
- Training and certification may be required and will be provided
- Welcome guests, prospective students and continuing students to the Welcome Center and the Student Success Center
- Ability to project a positive and enthusiastic attitudeRepresent the college in a professional manner at all times
- Provide current, accurate and factual information and coach through the enrollment and registration process
- Greet, escort and direct trafficProvide personalized assistance to students and guests at the Welcome Center and Student Success Center
- Provide Get Started Sessions as neededAssist students with sign in procedure at the Student Success Center

Qualifications for customer success representative

- Willingness to learn and accept college procedures
- Working knowledge of basic computer applications such as Windows Office

- Participate in call campaigns as neededMonitor lobbySet up and maintain the Student Success Center space
- Serve as a peer to peer consultant on college navigation
- General clerical work and operation of associated equipment to include but not limited to filing, sorting, routing, scanning, faxing, copying, laminating, and / or creating word processing documents
- Communicate needs to supervisor including needs for office supplies.Utilize computer technologies including PowerPoint as needed (website navigation and Banner)