



PART-TIME POSITION ANNOUNCEMENT  
Student Services Customer Service Clerk

The Tennessee College of Applied Technology (TCAT) Crump invites applications for the part-time position of Student Services Customer Service Clerk until the position is filled.

**General Duties:** The Student Services Customer Service Clerk provides support for the Student Services Coordinator acting as the front-line for many student questions and needs. This individual should possess the interpersonal skills to work with students, college employees and the public. The applicant should have the ability to adapt to changing assignments quickly and manage multiple tasks.

**Specific Duties:**

1. Maintain front desk as receptionist and main phone operator for college.
2. Assist with daily paperwork related to financial aid, dual enrollment and other Student Services functions.
3. Review databases for reconciliations, student monitoring, and admissions activities.
4. Document imaging and organization of electronic files knowledge is needed
5. Handle mailings, mass text messaging, and other communication for the Student Services Office
6. Perform additional duties as assigned.

**Minimum Qualifications:**

1. High school diploma or equivalent required.
2. A technical college diploma or related associate degree and 3-years office related work experience highly recommended.
3. Courtesy and pleasant demeanor with coworkers and public are required.
4. Willing to work a flexible and varying schedule, including some evenings and Saturdays, is mandatory.
5. Excellent customer service skills for greeting visitors and assisting with tours is crucial.
6. Knowledge of business telephone techniques is essential.
7. Excellent understanding of common office software programs (i.e. Microsoft Word, Excel, PowerPoint, and Publisher).
8. Ability to multi-task, plan and prioritize projects as assigned.

**Working Conditions:**

1. Normal standing, sitting, and walking
2. Inside and outside work assignments
3. Lifting of boxes weighing approximately 40 lbs.
4. Operating a motor vehicle to travel within the college service area and in other areas as needed.

**Salary:** \$12.00 / hour with a part-time monthly schedule

**Application Submission and Deadline:**

1. Applicants must submit a resume, cover letter, and TCAT Crump Application. Applications are available at our website, <https://tcatcrump.edu/about/jobs-and-employment> and at the Crump campus.
2. Review will begin July 29, 2019 and continue until the position is filled.
3. Interested applicants can email or mail required documents to: Tennessee College of Applied Technology Crump, Attn: Henrietta Kellum Lusk, Vice-President, P.O. Box 89, Crump, TN 38327. Email [Henrietta.Lusk@TCATCrump.edu](mailto:Henrietta.Lusk@TCATCrump.edu).

*Employment Documents: Current federal law requires identification and eligibility verification prior to employment. Only U.S. citizens and aliens authorized to work in the United States may be employed. Tennessee College of Applied Technology Crump is a TBR institution; is an AA/EEO/ADA Employer; and, does not discriminate on the basis of race, color, national origin, sex, disability, age, status as a covered veteran, or genetic information in its program and activities. EOE/AA/Title IX/Title VI/ADA Employer.*