



TENNESSEE COLLEGE OF APPLIED TECHNOLOGY

CRUMP

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. Three years office related work experience required.
3. Technical College diploma or Associates Degree is required.
4. Knowledge of technical colleges is preferred.
5. Courtesy and pleasant demeanor with coworkers and public are required.
6. Willing to work a flexible and varying schedule, including some evenings and Saturdays, is mandatory.
7. Excellent customer service skills for greeting visitors and assisting with tours is crucial.
8. Knowledge of business telephone techniques is essential.
9. Excellent understanding of common office software programs (i.e. Microsoft Word, Excel, PowerPoint, and Publisher).
10. Ability to multi-task, plan and prioritize projects as assigned.

Working Conditions:

1. Normal standing, sitting, and walking
2. Use of computer
3. Lift, carry, push and/or pull up to 40 lbs
4. Inside and outside work assignments
5. 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: Qualified applicants should submit a cover letter, resume, and application online at tcatcrump.edu For more information call Brian Harris at 731-632-3393. Applications with cover letters and resumes will be accepted until position is filled.

Tennessee College of Applied Technology Crump is a TBR institution and is an AA/EEO employer and does not discriminate on the basis of race, color, national origin, sex, disability, age, status as a protected veteran, political affiliation, genetic information, or any other legally protected class with respect to all employment, programs and activities. The following person has been designated to handle inquiries regarding the non-discrimination policies: Brian Harris, Interim Vice President, PO Box 89, Crump, TN 38327, brian.harris@tcatcrump.edu See the full non-discrimination statement at tcatcrump.edu/about/non-discrimination-statement.