**RHC Graduate Student Specialist/Agent**
*Montclair State University*

**Office:** Red Hawk Central (Student Academic Services)
**Division**: Student Development and Campus Life
**Title:** Graduate Student Specialist/Agent
**Reports to:** Associate Director of Student Services/ Assistant Director of Operations

*\*\*Application Deadline: 4/10/20\*\**

**Description:**

Reporting to the Associate/Assistant Directors, the RHC Graduate Student Specialist/Agent is a member of the RHC staff who provides comprehensive student services support to students, parents, guests and the University community on a daily basis. The RHC Graduate Student Specialist/Agent’s primary duties will be focused on: (1) serving to support student services via phone and in person inquiry; (2) providing hands-on support for main lobby and self-help station needs; (3) supporting all enrollment management/retention initiatives as assigned; (4) assisting with RHC Call Center responsibilities; and (6) supporting the growth and development of RHC student workers. The RHC Graduate Student Specialist/Agent is an integral, public facing representative of customer service and University policy and procedure. He/she will use their knowledge of University policy, procedures and resources in the areas of registrar, student accounts and financial aid to support the strategic goals and objectives of RHC and meet and exceed service needs of all students at the University.

**PRINCIPAL DUTIES AND RESPONSIBILITIES:**

* Participate in a daily rotation of 1-Stop counter staffing to support students, families, guests and the University community as needed.
* Creates and supports the implementation of call center protocol aimed at effectively identifying requests that require escalation.
* Answer and effectively address incoming requests via in-person, phone, email and other virtual communication. In addition, maintain tracking and recording of all student interaction via ServiceNow (SNOW) Software.
* Oversee the traffic flow and student needs in the main lobby and self-help station areas while at the 1-stop location.
* Possesses excellent communication skills (communicates effectively, courteously and accurately) and protects the privacy of students and their records.
* Assist in supporting student worker populations, including but not limited to training, mentoring, and development.
* Provide assistance in creating an atmosphere that is customer friendly and knowledgeable both in person and throughout the Call Center.
* Other duties as assigned.

Preference will go to applicants with One-Stop/Student Affairs Experience. ***If interested, candidates should submit a resume and cover letter to Hellers@montclair.edu***