To apply, submit an employment application (click here for application), resume, and letter of interest to: Associate VP of Academics and International Relations
5301 S Highway 16
Rapid City, SD 57701

CALL CENTER REPRESENTATIVE
Position Description

Summary

The major purpose of the Call Center Representative is to handle inbound and outbound calls for the Continuing Education and Workforce Development Department. The Call Center Representative is accountable for the delivery of high-quality professional services in accordance with the mission, core values, and purposes of the university.

Minimum Qualifications
The Call Center Representative must satisfy the following minimum qualifications:
1. High School Diploma required, Associate Degree Preferred
2. Computer literacy in MS Office (Word, Excel, PowerPoint & Outlook)
3. Strong presentation and Public speaking skills.
4. Customer service and sales experience mandatory

Skills and Attributes
The Call Center Representative must possess the following skills and attributes: energetic; customer-oriented attitude; excellent organizational skills; self-motivated and goal oriented; excellent written/oral and interpersonal communication skills with a genuine concern for the customer; ability to work quickly to meet deadlines; strong work ethic, and willingness to learn and improve in all aspects of the position; strong desire for a successful career in education sales and successful negotiating skills.

Essential Functions
The Call Center Representative performs the following essential functions:
1. Promote products and services over the phone.
2. Set appointments and follow up with prospects via email and phone.
3. Maintain a high degree of product knowledge and service expertise.
4. Promote and enhance company reputation by providing professional and effective assistance.
5. Outbound lead follow-up.
6. Answer all incoming phone calls.
7. Contact current customer base on current marketing incentives.
8. Place calls to customers for the purpose of actively promoting products and services.
9. Effectively communicate (verbally and written) information with team members and customers alike.
10. Performs other duties as assigned.
Required Work Hours

A minimum of forty hours per week, plus other hours as may be necessary to complete job duties. A combination of day, evening, and weekend hours is required.

Reporting and Supervisory Responsibilities
1. The Call Center Representative reports to the __________________________
2. This position has no supervisory responsibilities.

Physical Requirements
The Call Center Representative must be able to speak, hear, see, read, write, type, dial, reach, and bend.

Travel
Periodic travel, including airline travel and overnight stays, may be required.