**Graduate Specialist**

**Student Service Contact Center**

**Job Description & Application Information**

**Overview**

Enrollment and Student Services is seeking leaders to serve as student supervisors and graduate specialists who are committed to the values of excellent customer service and transformational leadership.

This position requires the full understanding and active participation in fulfilling the mission of the organization. Graduate Specialists are expected to be exemplary university representatives, highly skilled customer service agents, and effective team and relationship builders interested in developing leadership skills that can be used in many different professional settings.

Graduate Specialists serve on the Enrollment and Student Service Student Leadership Team and assists professional staff in the day-to-day management of the Student Service Contact Center/ Their range of responsibilities include but are not limited to: coordinating undergraduate and graduate incoming and outgoing phone calls, hiring, training and development of 100+ student staff, execution of quality assurance measures, reporting, processing and helping coordinator events, and being the voice of NAU to help achieve the recruitment and retention goals of the university.

**Job Description**

* Help build capacity to achieve university goals and carry out Enrollment and Student Service (ESS) Mission.
* Be expert trained in the Contact Center to manage tier 1 calls and cases.
* Use PeopleSoft, Salesforce, and Touchpoint to document communications with prospective and current students.
* Provide ongoing coaching and mentorship; participate in formal and informal evaluations and disciplinary reviews.
* In cooperation with the ESS Professional Staff to plan and administer undergraduate and graduate calling campaigns, creation of outbound scripts, pulling outbound lists, staffing, to reporting.
* Assist with the planning and execution of all student worker meetings.
* Coordinator hiring, onboarding, access and termination.
* Help facilitated in agent outbound and inbound training. Assist with 1:1 trainings, group trainings to mock sign-offs.
* Represent university departments and colleges, including but not limited to the University Admissions and Orientation, the Office of Scholarships and Financial Aid, Student and Departmental Accounts and the Registrar.
* Help to facilitate Quality Assurance standards are being met by coordinating the QMS efforts of the office.
* Assist in the creation of the student worker schedule.
* Overseeing timesheets for the student workers.
* Assist with program development or specific projects as related to area of assignment.
* Help in the creation and management of the daily game board.
* Manage one-on-ones and professional development of the Student Manager team and the agent team.
* Attend weekly or bi-weekly meetings with professional staff.
* Other duties as assigned.

**Qualifications & Requirements**

* Must be a grad student at Northern Arizona University.
* Demonstrated ability to organize, prioritize, supervise, and train.
* The ability to deliver and teach excellent customer service.
* Extensive knowledge in University Admissions and Orientation, the Office of Scholarships and Financial Aid, Student and Departmental Accounts.
* Knowledge of and ability to teach and mentor others in PeopleSoft, Salesforce, and Touchpoint.
* Fulltime NAU Flagstaff Campus Graduate Student with cumulative GPA of 3.0 **(ABSOLUTELY NO EXCEPTIONS).**
* Ability to work with people of culturally diverse backgrounds and promote the values of diversity, fairness, and accessibility.
* Commitment to at least an average of 20 hours per week during the academic year.
* Required to work summer and the two weeks leading up to the start of the fall and spring semesters at an average of 40 hours per week.
* Proficiency with Microsoft Office.

**Pay Scale & Benefits**

* This position starts at $15 per hour.
* Grad Specialists will gain professional administration skills, presentation and training opportunities and oversight of a large student worker staff.
* Email [Nicole.Sallee@nau.edu](mailto:Nicole.Sallee@nau.edu) for application or more information.