

Job Code:.....101406  
Position #: (PSA) .... (E)  
Developed by:.....CJ  
Reviewed by: . . . . DLJ  
Approved by:.....LK  
Date: . . . . . 11/19

**UNIVERSITY OF RHODE ISLAND**  
**Position Description**

**TITLE:** Manager, Enrollment Services Call Center  
**DIVISION:** Academic Affairs (Enrollment Services)  
**REPORTS TO:** Director, Enrollment Services  
**GRADE:** 12  
**SUPERVISES:** Enrollment Services Representatives

**BASIC FUNCTION:**

Provide professional leadership and administrative support for the University's Enrollment Services Call Center. Directly support students (as well as parents/guardians) in an effective, efficient manner to meet their needs. Direct the operation of the Enrollment Service's Call Center. Establish operating standards and objectives. Train and supervise call center staff. Implement processes to ensure customer satisfaction leading to increased student retention, and a dynamic climate promoting diversity, lifelong learning, and academic excellence.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Direct the operations of the Enrollment Services Call Center.

Collaborate with each unit within Enrollment Services to proactively resolve student issues and make recommendations or act to meet the needs of the customer.

Establish a feedback process in collaboration with the Director of Enrollment Services to evaluate the institution and department's effectiveness and efficiency in the delivery of customer service to students and to ensure a unified focus and goal.

Participate as a member of the team utilizing data to improve the efficiency and effectiveness of the delivery of customer service to the University and support the delivery of service to the students.

Use data analytics to create, prepare, and convey analysis of the Call Center effectiveness.

Develop and implement goals and objectives in coordination with the University's and Enrollment Service's mission.

Communicate verbally and in writing with students, departments, and outside entities to resolve student issues.

Provide advice and guidance on Enrollment Services related issues within established policies and procedures.

Coach Call Center staff to articulate information to the customers in a clear and concise manner.

Train the Enrollment Services staff to be knowledgeable of policies, practices, and procedures regarding State, Federal, and University requirements.

Establish and source customer services training opportunities for the Call Center Representatives.

Serve as first manager of contact for escalated calls. Answer/return phone calls as needed.

Create phone schedule for staff responsible for answering calls and communicate when staff are responsible for logging on to phones and when they can take breaks.

Monitor peaks and valleys of phone volume to properly staff ESRS accordingly.

Track call-outs and phone bank to assure equity with phone duty load.

Monitor phone queue and phone staff to confirm that calls are being handled in a timely manner.

Display general knowledge in all areas of Enrollment Services. Assess situations and make managerial decisions. Act as resource for information for team members who need assistance regarding informational requests from callers.

Assist locking/securing building at the end of the business day as needed.

**OTHER DUTIES AND RESPONSIBILITIES:**

Perform other job-related duties as required.

**LICENSES, TOOLS AND EQUIPMENT:**

Personal computers, printers, scanners, projector, software, spreadsheet and word processing; Microsoft Word, Excel, PowerPoint, Outlook; Phone equipment.

**ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

**QUALIFICATIONS:**

**REQUIRED:** Bachelor's Degree; Minimum two years of experience working in one of the following areas of Enrollment Services or Higher Education: Financial Aid, Records/Registration, and/or Billing and Collections; Demonstrated supervisory experience; Demonstrated customer service call center experience; Demonstrated computer skills (Word, Excel, Outlook, PowerPoint, etc.); Demonstrated problem-solving and critical thinking skills; Demonstrated ability to prepare reports

and analyze data; Demonstrated ability to maintain confidentiality; Demonstrated ability to work collaboratively or independently; Demonstrated strong verbal and interpersonal communication skills; Demonstrated proficiency in written communication skills; and, Demonstrated ability to work with diverse groups/populations.

**PREFERRED:** Master's degree; and, Demonstrated ability to speak and understand Spanish.

**ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.**