Information & Service Center Representative – P/T, Evenings

SCNM is a school of medicine and health sciences grounded in naturopathic principles. Dedicated to the ideal that everyone deserves high quality health care, we engage students in rigorous innovative academic programs, discover and expand knowledge, and empower individuals and communities to achieve optimal health. Naturopathic physicians diagnose, treat, and help prevent diseases using a system of practice that is based on the natural healing capacity of individuals. In addition to the medical college, SCNM operates a medical center onsite. Located in Tempe, Arizona, the overall environment is vibrant and dynamic, with passionate students, staff and faculty.

POSITION PURPOSE:
The primary focus of this position is both receptionist and public relations representative for the Welcome Center, and must exhibit excellent customer service skills at all times. The Information and Service Center Representative (ISCR) is expected to smile and display enthusiasm at all times. Welcome Center/Enrollment Services Center is the primary point of contact for the College with respect to current and prospective students, visitors, community education participants and guests of the College. The ISCR also performs a variety of complex office/clerical duties supporting various departments including but not limited to student services, community education, and alumni office. We are committed to providing exceptional service while exhibiting accuracy and efficiency in our work.

Schedule is 5 pm – 9 pm Monday through Friday and Saturday from 9 am – 2 pm.

DUTIES AND RESPONSIBILITIES:

Welcome/Enrollment Center Management and Operations

- Acquires and demonstrates a thorough knowledge of the College’s mission, history, degree programs, admissions policies and application procedures.
- Operates a 4-line phone system (College switchboard); notifying IT when issues arise or changes need to be made.
- Track, categorize and direct walk-ins, emails, and phone calls to the appropriate College personal while providing superior customer service.
- Manages multiple email inboxes, outlook calendars and incoming/outgoing mail.
- Respond to email inquiries from students, staff, faculty, and community.
- Relate successfully with students, staff and community members of diverse cultural, social or educational backgrounds.
- Responsible for maintaining a professional appearance/presentation of the Welcome Center, including monitoring/replenishing of literature organizers.
- Maintain inventory of marketing materials, catalogs, brochures, maps, etc. as requested.
- Provide clerical support to other departments as appropriate.
- Promote and market college activities and events on behalf of recruitment, community education and marketing departments.
- Assist with tours, recruitment events, and special projects as requested.
- Creates and maintains Excel Spreadsheets and documents in Word and Publisher.
- Provide information on community education courses and programs not eligible for financial aid and assist with course searches for these programs.
- Train new WC employees through shadowing.
- Participate in all ongoing training sessions in order to maintain a high level of efficiency.
- Perform and escalate emergency tasks as appropriate.
Direct Services and Support

- Provide assistance and information to telephone, walk-in, and on-line customers for the following Student Services departments: Admissions, Financial Aid, Registrar, Business Office, Academics, Dean of Students, Information Technology and Career Services.
- Assist outside constituents by providing student directory information as requested, while abiding by FERPA policies and verifying enrollment or graduation status.
- Assist students with accessing College portal, Student Information System, e-mail, and other student systems.
- Provide administrative support to the Community Education department, including supporting daily mail and email campaigns, pulling reports, processing payroll, completing sales transactions, and updating marketing materials and website.
- Support Community Education Instructors as needed.
- Assist community, staff, and faculty with Community Education website, including but not limited to the registering of individuals, the check-in process, point of sale functions, updating of registrant records.

KNOWLEDGE, SKILLS AND ABILITIES:

- Must have ability to acquire knowledge of SCNM and all its programs, policies and procedures related to position.
- Proficiency in word processing, spreadsheet, and database software. Microsoft Office Suite specifically.
- Excellent written and verbal communication skills.
- Strong customer service skills and the ability to deal with and manage conflict.
- Able to maintain a professional personal appearance and attitude.
- Ability to communicate effectively with the college community and outside constituencies and ability to adjust communication techniques to serve a diverse population.
- Skill in developing and maintaining effective working relationships with students, staff and a community of diverse cultural, social or educational backgrounds.
- Ability to possess a high level of motivation, initiative and energy.
- Strong organizational skills and attention to detail.
- Experience in a challenging, high volume, high energy, high profile environment.
- Ability to coordinate multiple tasks under tight deadlines, stressful situations and interruptions.
- Ability to work independently on assigned tasks as well as to accept direction on given assignments and work cohesively as a team.
- Ability to provide accurate information in a courteous, friendly, approachable and concise manner.
- Ability to use judgment, discretion, and decision making skills in dealing with confidential and sensitive issues.
- Able to lift 50 lbs.

MINIMUM QUALIFICATIONS:

- High school diploma or equivalent (GED)
- Prefer 1 year of administrative and/or customer service experience.
- Experience in an educational institution preferred.

SCNM is an Equal Opportunity Employer committed to a diverse and inclusive workforce. We consider applicants for all positions without regard to race, color, religion, gender, national origin, age, disability, or any other legally protected status.

SCNM is a Smoke-Free campus.

** Once an offer is accepted, all external applicants are subject to a pre-employment drug screen and background check. Offers of employment shall be contingent upon successful completion of the drug testing and background check process.