



Job Title	Continuing and Professional Studies (CAPS) Office Assistant
PVN ID	BA-1710-002128
Category	Administrative Services
Location	BARUCH COLLEGE
Department	Continuing and Professional Studies
Status	Full Time
Annual Salary	\$42,000.00 - \$52,000.00
Hour(s) a Week	35
Closing Date	Feb 27, 2018 (Or Until Filled)

General Description

About Us:

Baruch College's Division of Continuing and Professional Studies (CAPS) provides quality education and experience consistent with the mission of the College for an adult professional market consisting of individuals and corporations, both domestically and internationally. Our division is a fast growing, highly motivated learning organization. Continual change is guaranteed, requiring us to be flexible and responsive to new initiatives while maintaining our current value proposition to our customers and channel partners.

Summary:

Provide support for CAPS Enrollment Team. Assist with handling walk-in, telephone, email inquiries and other duties for the CAPS Office.

Responsibilities:

- Greeted prospective/ returning customers and direct them to the appropriate area
- Answer incoming telephone calls for the department and direct them accordingly
- Receive and process incoming overseas application and documents
- Distribute collateral materials to people who arrive at the enrollment desk requesting information
- Assist with Campus CE enrollment database tasks and customer service
- Provide course information
- Input and updated student information via the Campus CE database
- Processed student's requests, registration and academic issues
- Made outbound calls or emails in regards class changes, cancellations or postponement
- Set advisement appointments for prospective and returning students with academic advisors
- Listened to, recorded and distributed voicemail messages
- Fulfilled catalog request via telephone, fax or the website

- Fulfill all departmental supply requests
- Oversee the maintenance of the office equipment (fax, copy machines, etc)
- Maintain all office supplies

Other Duties

The successful candidate will perform various office responsibilities in the CAPS administrative office. Duties will include: greeting and assisting students at the enrollment desk; performing clerical work (i.e.: typing, filing, photo-copying, answering telephones); collecting and compiling data; and other office tasks.

The successful candidate must be highly motivated, able to work with others, and respectful of cultural diversity and student confidentiality.

Candidates must exhibit maturity and the ability to work autonomously and in a team environment

Work Hours:

Full-time: Monday through Friday: 9 am to 5 pm

Compensation:

Salary is commensurate with experience

Qualifications

- This position requires excellent customer service and familiarity with database systems for word processing and data entry.
- Candidate must possess a HS diploma or higher and have at least two years of sales or customer service experience.
- Candidate must exhibit maturity and the ability to work autonomously and in a team environment.
- Strong communication skills are required.