

Job Title	Instructor- Customer Service
PVN ID	KB-2201-004471
Category	Instruction and Social Service
Location	KINGSBOROUGH C. C.
Department	Workforce Development
Status	Part Time
Hourly Rate	\$65.00-\$75.00
Hour(s) a Week	20.00-35.00
Closing Date	Mar 04, 2022 (Or Until Filled)

General Description

Instructor needed for to instruct for 3 cohorts of a 100-hour, online, synchronous course in customer service. Must be able to teach all aspects of customer service, including:

- Standards of service excellence
- Digital customer service
- High tech vs. high-touch theories
- Customer service techniques such as body language and tone of voice
- Taking ownership of a problem, decision-making, and prioritization
- Diversity issues within customer service
- Understanding the customer and building relationships
- Teamwork and empowerment
- Conflict resolution and taking action

Other Duties

The successful candidate will also have experience teaching behavior-based interviewing techniques, the STAR method, effective resume writing, and personal branding.

Instructor will receive 100 hours for training and 30 hours of prep/office hours per cohort, for a total of (390 hours)

Qualifications

The instructor will deliver the course content in an online, synchronous format. The position requires expert

knowledge of Blackboard Online Course Management Learning Software. Prior teaching experience at the college level is desired but not required. The minimum requirement is a master's degree. A bachelor's degree and five years' experience as a corporate trainer can be used in lieu of a master's degree.