Title: Call Center Ambassador

Team: Office of Admissions, Purdue Ambassador Leadership Team

Responsible to: Todd Iler, Senior Assistant Director Student Engagement

Call Center Ambassadors:
Be the voice of Purdue! Each year, the Office of Admissions receives thousands of telephone calls from prospective students and their families. As a call center ambassador you will provide friendly, accurate and helpful information.

Skills/Competencies Required:
- Outstanding customer service focus
- Listening and verbal communications skills - ability to ask probing questions, understand concerns
- Ability to learn and navigate online recruiting and admissions software
- Ability to enter correction information in an event management database tool
- Ability to maintain composure under pressure

Key Responsibilities:
- Assist and support prospective students through the application process (how to apply, dates and deadlines, sending transcripts, test scores etc)
- Provide helpful information regarding campus visit programs (registration, directions, customizing their visit, etc)
- Answer general admissions calls

$7.75 per hour
6 hour minimum per week
Mandatory training
2.5 GPA

Apply online

Desired/Preferred: One-year commitment