

Job Title: Customer Service Representative PT  
Position Number: 3CUSTSV-HNC-4  
Campus: Levine (Matthews)  
Department: CCE Customer Service  
Job Description: Answer incoming calls and discuss course content for all Corporate and Continuing Education classes. Suggest appropriate courses and levels to customers based on their requirements and interests. Create student master files, register students by phone, process drops/adds, and transfers. Process financial transactions including payments and credits. Coordinate with Program Developers, Directors and Financial Services in submitting refund requests and assists with resolutions.

Requirements: High school diploma or GED plus one year of customer service work experience, preferably in a call center environment.  
Successful candidate will be a quick learner, detail-oriented, possess strong verbal and written communication skills, be proficient in Microsoft Word and Excel (Access is a plus), and be available to work a flexible schedule.

Salary: \$10.07  
Apply to: Fax resume to Mark Murdaca at 704-330-4225.