JOB DESCRIPTION
The UNIVERSITY of OKLAHOMA

Contact Center Specialist

Job Code: 6604

Salary Grade: S05

FLSA Status: Non-Exempt

The following statements are designed to outline the general functions and typical responsibility levels associated with positions in this classification. They are not intended to serve as an exhaustive list of specific duties or requirements for individual positions assigned to this classification.

Job Responsibilities

Serves as the main point of customer contact in a call center. Answers or calls customers or patients to obtain information, address complaints or other issues.

- Manages large amounts of inbound and outbound calls in a timely manner.
- May follow a communication script when handling different topics.
- Identifies customer or patient needs, clarifies information, researches the issue, and provides solutions or alternatives. Follows up on customer requests if needed.
- Enters and maintains information to the call center database. Uses database to research information.
- Enhances University reputation by accomplishing new and different requests.
- Performs various duties as needed to successfully fulfill the function of the position.

Minimum Requirements

Education:

Required: High School Diploma or GED

Experience:

Required: 6 months experience in customer service or at a call center.

Required Certifications or Licenses:

None

Verification of education and licensure (if applicable) will be required if selected for hire.

Knowledge, Skills, and Abilities

- Basic computer skills.
- Ability to communicate verbally and in writing.
- Ability to understand written material and instructions.
- Excellent customer service skills.
- Detail oriented.
- Ability to research information to obtain an answer or solution to a problem in a timely manner.

Working Conditions

Physical:

Ability to sit and talk for prolonged periods. Hand and finger dexterity. Engage in repetitive motion of the wrist, hand, and fingers.

Environmental:

Standard Office Environment.

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