



HUMAN RESOURCES

GREAT JOBS, GREAT LIVES™

## COLONIAL HUB COORDINATOR

POSITION REFERENCE NUMBER: 11009-123

### GENERAL FUNCTION

The coordinator performs duties related to the overall support of the HUB. This position is responsible for processing change of address requests, printing of check sheets, customer service, and guidance to students. Greets and services all student walk-in traffic to the Colonial HUB.

### RESPONSIBILITIES

1. Greets all students who enter the HUB, assess needs and provide service and support to address those needs.
2. Communicates with students, visitors, and guests via phone, written, electronic and face-to-face communication.
3. Performs change of address requests for all students.
4. Assists students with course add, drop and withdrawal requests.
5. Processes check sheets for students.
6. Provides outreach and communication support for the office.
7. Assists with registration support of undecided students.
8. Other duties and responsibilities as assigned.

### MINIMUM QUALIFICATIONS

1. Associate's degree or some college preferred.
2. Minimum of two years customer service experience, preferably in higher education.
3. Excellent verbal and written interpersonal communication; ability to represent the department and University in a professional manner.
4. Strong organizational skills and ability to work independently.
5. Ability to work with a wide range of people with a commitment to diversity; demonstrated ability to work effectively both independently and as part of a team.
6. Highly motivated with a positive attitude; student focused with a strong commitment to customer service.
7. Ability to make quick and accurate decisions in a busy environment.

### OTHER INFORMATION

Exemption Status: **Non-Exempt**

Post Date: **July 25, 2017**



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## HOW TO APPLY

Submit a letter of interest and an attached resume to [jobs@rmu.edu](mailto:jobs@rmu.edu). To ensure proper processing, applicants must use the following subject line format:

**First Name Last Name – Position Reference Number**

**Example: Bob Morris - 123456**

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