



Collegiate Admission & Retention Solutions

JOB DESCRIPTION FOR STUDENT INFORMATION SPECIALIST

JOB TITLE: Bilingual Student Information Specialist (SIS)
DIVISION: CARS Lead Qualification
DEPARTMENT: Lead Qualification
REPORTS TO: Call Center Director, Call Center Supervisor, Floor Supervisors

JOB SUMMARY

The SISs are responsible for handling inbound and outbound calls for prospective students. The SISs are the front-line representatives of the company and their main duty is to deliver quality in everything they do. The bilingual SIS will be responsible for handling both English and Spanish calls for prospective students.

DUTIES AND RESPONSIBILITIES

- Accurately deliver scripts to callers both inbound and outbound (English & Spanish)
- Accurately disposition calls (English & Spanish)
- Be completely familiar with all product knowledge at all times
- Maintain a wrap up time of 3% or less daily
- Arrive to work on time for all scheduled shifts
- Consistently receive high QA scores
- Duties and responsibilities are subject to change by the employer as the needs of the employer and requirements of the job change

SKILLS REQUIREMENTS

- ◆ Articulate; strong verbal and written communication skills both in English and Spanish
- ◆ Able to listen intuitively
- ◆ Positive attitude
- ◆ Basic computer skills
- ◆ Team player
- ◆ Quick learner
- ◆ Able to multi-task in a “think-on-your-feet” Call Center environment
- ◆ Prompt and reliable



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American's with Disabilities Act Statement

In compliance with the Americans with Disabilities Act, the company provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the Human Resources department.

Collegiate Admission & Retention Solutions
Equal Employment Opportunity Statement

We are an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis of age, race, color, religion, sexual orientation, national origin, sex, marital status or veteran status, the presence of a non-job related handicap, genetic information or any other legally protected status.

To Apply for this position: submit resumes to resume@collegiatersvp.com or directly to me at tsmistich@collegiatersvp.com