**Title of Position:** Student Ambassador

**Division/Department** : Fleming Contact Centre

**Job Duties**

* Conduct telephone interviews with prospective and current students, employers and community members.
* The ambassador will use a computer automated telephone interview (CATI) system for input (outbound calls only).
* Ambassadors address inquiries following established protocols (scripts, reference manuals, etc.)
* No selling is involved or required.

**Qualifications**

* Excellent customer service and communication skills.
* Highly motivated and reliable.
* Professional and self-directed.
* Basic computer knowledge and a pleasant telephone manner are required.

**Additional Information ie special equipment or travel**

Successful candidates must be available to work evenings. Occasional weekend and day shifts may be available (as academic timetable permits), but are not guaranteed. Opportunity to assist with special projects will also be made available.