

Information Center Representative (Reg FT)
Community College of Allegheny County

Direct Link: <https://www.AcademicKeys.com/r?job=263481>

Downloaded On: Oct. 6, 2025 7:46pm

Posted Oct. 6, 2025, set to expire Jan. 31, 2026

Job Title Information Center Representative (Reg FT)
Department NA
Institution Community College of Allegheny County
Pittsburgh, Pennsylvania

Date Posted Oct. 6, 2025

Application Deadline Open until filled
Position Start Date Available immediately

Job Categories Professional Staff

Academic Field(s) Administration - Other

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Apply By Email

Job Description

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Information Center Representative (Reg FT)

Position Title: Information Center Representative (Reg FT)

Department: Enrollment Services

Campus: College Wide

Additional Information: Upon completion of initial training this is primarily a remote position.

Benefits:

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At CCAC, we take pride in offering an exceptional benefits package designed to support our employees' personal and professional well-being:

- **Comprehensive Health Coverage:** Access to an excellent health plan with a very low out-of-pocket expense network option.
- **Generous Time Off:** Enjoy a range of time-off benefits that are tailored to your position, along with a **four-day workweek in the summer** for an ideal work-life balance. These benefits vary and may include vacation, personal, sick, and holiday pay, as well as options like collegial coverage for faculty.
- **Retirement Planning:** Options include a **403(b) retirement plan with up to 10% employer match** or a **state-defined benefit pension**.
- **Financial Peace of Mind:** Employer-paid benefits include **group life insurance, short/long-term disability**, and access to **flexible spending accounts (FSAs)**.
- **Wellness Support:** Our **Employee Assistance Program (EAP)** is available for confidential support, with resources to address personal and professional challenges.
- **Educational Support:** Take advantage of **tuition waivers, tuition reimbursement, Public Service Loan Forgiveness (PSLF)** eligibility, and a variety of **professional development opportunities** to grow your career.
- **Exclusive Employee Perks & Rewards:** Save on theme parks, sporting events, electronics, and more!
- **Additional Advantages:** Free employee parking to make your commute easier.

Remote Work Option: Hybrid (May be subject to change)

Work Hours (for hourly positions): Monday - Friday, 8:30 am - 4:30 pm; Additional hours, including evening and weekend hours, may be needed to meet the needs of the department.

Salary Grade: SEIU D - \$17.86

Job Category: Office Support Staff/Maintenance/Housekeeping

Employment Type: Regular Full-Time

Job Slot: 0670

Job Open Date: 10/3/2025

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Job Close Date: 10/17/2025

General Summary: Provide prompt, friendly, and accurate service to individuals who call, email and/or chat into CCAC's contact center for various programs/services.

Requirements:

Education and Experience: High school diploma or GED plus two years of relevant experience gained from working in an office environment and/or call center.

Certifications/Licensures: N/A.

Skills/Abilities Requirements: Should be able to tactfully and courteously answer questions and provide information. Knowledge as related to the specific needs of the department to perform responsibilities. Requires the ability to multi task, work well with others, and customer service mentality (both internal and external). Ability to travel to perform work duties at any campus or center location within the CCAC system. Must be able to operate various office equipment, including a personal computer, and appropriate College software packages or equivalent. Should possess good organizational, customer service, communication, interpersonal and clerical skills. Detail oriented, ability to multi-task meet deadlines and be a team player. Required to have regular and timely attendance. Bi-lingual (Spanish speaking) preferred.

Physical Requirements: Works in a general office environment. Must be able to work in a general office environment with the ability to sit for at least 2 hours without interruption.

Duties:

1. Answer inbound calls, chats, and emails and provide inquiry resolutions in a timely and professional manner while maintaining a goal of 1st call resolution. Make outbound calls, as appropriate.
2. Provide accurate and up-to-date responses to all inquiries; utilize the tools and resources available to stay knowledgeable.
3. Educate callers on matters associated with the operations and services of the College utilizing guides; provide customer service with some depth of multi-departmental understanding.
4. Accurately document call information in the database to include the issue, action and resolution.
5. Identify the need for escalation when the inquiry cannot be solved on 1st contact and/or requires a higher level of research.
6. Provide customers with a positive experience.
7. Meet Quality Control requirements and other key performance metrics to ensure success in meeting

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our customers needs, performance metrics, and contributing to a positive relationship between the call center and the customers.

8. Assist leadership with delegated tasks and tickets.
9. Perform other duties for specific/unique needs of the department.
10. Perform other related duties as required or assigned.

Clearances: Current criminal record/child abuse clearances will be required if offered the position and in order to be employed at the College. The three clearances are Pennsylvania Child Abuse History Clearance, Pennsylvania State Police Criminal Records Check, and Federal Bureau of Investigations (FBI) Criminal Background Check. The College has provided instructions on how to obtain these clearances and are available [here](#).

To view the full job posting and apply for this position, go to:
<https://ccac.csod.com/ats/careersite/JobDetails.aspx?id=1841>

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

NA

Community College of Allegheny County

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