

JOB DESCRIPTION

Job Title:	Chat Support Representative	Hours:	15-20 hours/week
Department:	Admissions	Hourly Rate:	\$9.00/hour
Supervisor:	Inquiries Coordinator	Financial Aid Eligible?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Job Description:

The Chat Support Representative assists prospective students with the admissions process by responding to inquiries and guiding them in the application process.

Responsibilities:

- Assist prospective and current students via VIU chat system by responding to questions and guiding them through the application process
- Effectively communicate with prospective students and organizations in other countries and local communities to promote Virginia International University
- Assist with Admissions and Marketing by conducting research, responding to inquiries via email, and increasing social media engagement
- Serve as the first point of contact for all incoming inquiries (live chat, phone calls, emails)
- Provide 24-hour live chat coverage to answer questions from prospective and current students
- Stay up-to-date with all of VIU's internal and external updates to be able to respond to inquiries with accurate information
- Enter international and domestic leads generated from marketing events into the database
- Follow up with emails every week for a period of four (4) weeks to prospective students
- Load sequences into CAMS in order to generate automated emails to applicants
- Find and report inconsistent or incorrect information on VIU website
- Report prospective and current student issues to supervisor
- Record prospective student information in the Communications Logbook for Monthly Inquiries Reports
- Provide other support, as requested

Job Qualifications:

- Previous work experience in a call center or customer support role preferred
- Previous marketing experience preferred
- Exceptional customer service skills
- Strong work ethic and ability to work independently, with minimal supervision
- Proficiency in Microsoft Office applications
- Ability to interact effectively with a diverse international student population
- **Solid written and verbal English communication skills is a must**