

**COMPANY NAME:** HDS Truck Driving Institute

**JOB TITLE:** Remote Fulfillment Center Specialist

**JOB DESCRIPTION:**

- Serve as the first point of contact for all prospective student inquiries for all campuses, programs and departments.
- Provide excellent customer service to all callers to the Admissions Support Center.
- Conduct outreach to prospective students via outbound calls, Texts and email.
- Connect with prospective students to discover their interests and schedule interview appointments for them to meet with an Admissions Representative.
- Maintain product knowledge and compliance when answering questions or providing information to prospective students.
- Maintain campus admissions calendars and reschedule appointments as needed to ensure appointment accuracy.
- Maintain detailed computer records of all telephone calls and inquiries received and correspondence made. Add leads into student contact system.
- Maintain the database system for record keeping and reports.
- Achieve daily productivity benchmarks for total calls and appointments.
- Review weekly and monthly reports for all appointments, leads, and interviews to ensure benchmarks are met.
- Contact no shows, re-inquiries or potential students to encourage them to reschedule their interview appointment.

**The list of essential functions is not exhaustive and may be supplemented.**

**SALARY:** \$15.00/HR.

2797 E Ajo Way, Tucson, AZ 85713

[BusinessServices@pima.gov](mailto:BusinessServices@pima.gov)

Equal Opportunity Employment/Program:

Auxiliary aids and services are available upon request to individuals with disabilities

**APPLICATION QUALIFICATIONS:**

- High school diploma or equivalent education required. Associate or Bachelor degree preferred.
- Two (2) years of call center, administrative or customer service experience required.
- Sales or Admissions/Higher Education experience preferred.
- Excellent verbal and written communication skills.
- Availability to work a flexible schedule to include an occasional Saturday.
- Any equivalent combination of training, education or experience that meets the minimum qualifications.

**HOW TO APPLY:**

Contact Diana Workman at [diana\\_workman@hdsdrivers.com](mailto:diana_workman@hdsdrivers.com) or call 520-205-2333

**DATE:** 2/19/2021

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