



# Job Posting

EQUAL EMPLOYMENT OPPORTUNITY

IGUALDAD DE OPORTUNIDADES DE EMPLEO

CALL NO. **202425-A-56-272**

Protected Veterans and Persons with Disabilities

JOB TITLE	OFFICE OR DEPARTMENT	SALARY
Integrated Services Officer (in person work - various positions)	Online Division Ana G. Méndez University	\$11.25 Hourly \$23,400.00 Annually
DEADLINE FOR APPLICATIONS		
Applications will be accepted until: June 17, 2025		
REQUIREMENTS		
<ul style="list-style-type: none"><li>Associate degree in Business Administration or related area required; bachelor’s degree preferred.</li><li>One (1) year of related work experience required.</li><li>Ability to express both, verbal and written, fluently (English and Spanish) required.</li><li>Excellent verbal communication and listening skills.</li><li>High attention to detail and ability to explain complex information in simple terms.</li><li>Familiarity with student information systems and CRM tools (e.g., 3CX, Anthology, Office 365) preferred.</li><li>Strong problem-solving and customer service mindset.</li><li>Ability to remain calm, empathetic, and efficient in a high-volume, virtual call environment.</li></ul>		
DESCRIPTION		
<p>We are currently looking for an individual to join our team as Integrated Services Officer. Work consists of being the first point of contact for prospective and current students, providing high-quality, student-centered support across multiple functional areas within a call center environment. This role is essential to ensuring an efficient and seamless student experience through timely responses, accurate information, and coordinated service delivery. Ana G. Mendez University serves a diverse student population, offering bilingual education to the community for traditional and non-traditional students.</p> <p>ESSENTIAL FUNCTIONS</p> <ul style="list-style-type: none"><li>Respond to inbound calls, emails, and virtual inquiries from prospective and current students in a courteous, empathetic, and professional manner.</li><li>Provide comprehensive assistance and guidance related to the following service areas:<ul style="list-style-type: none"><li><b>Prequalification and Admissions:</b> Responds to prospective student inquiries by providing orientation on program offerings, academic requirements, and eligibility criteria for admission into a program. Refers students to prequalification officers, admission officers or digital tools to continue the admission process. Explain the steps for application submission, key deadlines, and required documents. Assists callers in navigating the application platform and refers complex cases to admissions officers for follow-up.</li><li><b>Enrollment &amp; Retention:</b> Guides students in understanding how to register for courses, make schedule adjustments, and verify enrollment status. Directs students to self-service portals or escalates to the Enrollment or Academic Advising unit when administrative actions are required.</li><li><b>Bursar:</b> Provides basic information on tuition and fees, payment deadlines, billing procedures, and payment plan options. Directs students to the appropriate portal or Bursar representative for transaction-specific support.</li><li><b>Financial Aid:</b> Offers general guidance on the financial aid application process (e.g., FAFSA), deadlines, eligibility documentation, and verification steps. Refers students to financial aid officers for individual case review or status updates.</li><li><b>Registrar:</b> Assists with questions related to transcript requests, graduation applications, degree requirements, and academic calendar timelines. Refers to the Registrar’s office for official processing or documentation requests.</li><li><b>University Call Campaigns:</b> Officers will be assigned to outbound call campaigns as deemed necessary by the University.</li></ul></li><li>Maintain detailed records of interactions in the CRM or student information system (SIS) for tracking and reporting purposes.</li><li>Escalate complex issues to the appropriate department while ensuring follow-up and resolution.</li><li>Actively contributes to the continuous improvement of service protocols and student satisfaction.</li><li>Stay up to date with institutional policies, procedures, and system updates relevant to the service areas.</li><li>Adhere to assigned work schedules. Schedules are on rotating shifts including weekends. Schedules are subject to change based on business needs.</li></ul>		
PROCESS		
<p>If you are qualified and interested in becoming part of Ana G. Méndez University, you must complete the electronic employment application by accessing to <a href="https://jobs.uagm.edu/">https://jobs.uagm.edu/</a>.</p> <p>This institution does not exclude from participation, or denies benefits, or discriminate against any person because of age, race, color, sex, sexual orientation, gender identity, national or social origin, social status, political affiliation, political or religious ideas, for be a victim or be perceived as a victim of domestic violence, sexual assault or stalking, for being military, former military, serving or have served in the Armed Forces of the United States or hold veteran status. Persons with a disability, who need accommodations to attend the interview, should contact the Recruitment Division of Human Resources Department. We are an Equal Employment Opportunity Employer and take action to recruit protected veterans and individuals with disabilities.</p>		