

Customer Service Coordinator (Part-Time)

Position Description

The Customer Service Coordinator is responsible for: Following-up with conference center clients at the end of each event, maintaining a customer service program for all RLA clientele, serving as a liaison between conference center and education schedules, evening AV/IT assistance for Academic Institution faculty, and various research and reporting duties.

Candidate Profile

At least 2 years of customer service experience (business-to business preferred)

Associates Degree required, Bachelors Degree preferred

General knowledge of computer hardware, software and audio visual equipment (training will be provided)

Proficient audio-visual operating experience preferred

Proficient in Microsoft Office

Event coordinating experience preferred

Demonstrated ability to work with diverse populations

Must be able to work in a fast-paced, team-oriented environment

Essential Job Responsibilities

- ✓ Responsible for providing customer service to conference center events from 2:00 pm until 7:00 pm (Monday-Thursday) or until all events have concluded (supervisor must arrange schedule if working beyond 7:00 pm)
- ✓ Maintain a comprehensive customer service program for both conference center clients and academic member constituents (faculty, students, staff)
- ✓ Respond to all technology and audio-visual issues for our academic institution classes
- ✓ Perform AV/IT project work as necessary and assigned by the Director of Technology
- ✓ Monitor the scheduling of the facility to flag and correct scheduling conflicts between education and conference center events
- ✓ Work from the First Floor Front Desk to ensure visibility to RLA clients
- ✓ Acknowledge and follow up with all RLA customers as they exit the building; attend to any concerns and report results to the appropriate RLA staff member
- ✓ Work with other RLA staff to produce relevant reports
- ✓ Maintain a Facebook page for students at the RLA
- ✓ Support the marketing and communication efforts for Academic Institution Members as directed
- ✓ Assist the Evening Program Coordinator with RLA Academic Institution classroom schedules
- ✓ Strong problem-solving skills
- ✓ Excellent verbal and written communication skills

Please submit a résumé, cover letter, and three professional references (all three items must be received to be considered for the position) to:

Customer Service Search Committee
Regional Learning Alliance
850 Cranberry Woods Drive
Cranberry Township, PA 16066

OR – kari.zavolta@theRLA.org