

**NEW MEXICO HIGHLANDS UNIVERSITY**  
**PUBLIC VACANCY NOTICE**

**Posting Date:**

**Deadline:** Open Until Filled

**Position Title:** Customer Relations Coordinator

**Department:** Strategic Enrollment Management

**Salary Grade:** 14

**Job Type:** 12 Months/Full-Time

**Location:** Las Vegas Campus

**Reports To:** VPSEM and VPAA

**FLSA:** Exempt

**SUMMARY:** The primary **duties** of the customer relations coordinator are (1) to serve as student ombudsman and resolve enrollment issues on behalf of the university and its current and prospective students, **by answering phones and directly communicating with students**; (2) take a proactive approach on working with individuals and groups at the university to explore and develop processes/procedures that will diminish customer service issues; (3) assist individuals and groups at the university in determining options to help resolve customer conflicts, problematic issues or concerns; and (4) to bring systemic concerns to the attention of the administration for resolution in regards to functions that ensure student enrollment. The customer relations coordinator will operate in a manner that preserves the confidentiality of those seeking services and maintains a neutral/impartial position with respect to the concerns raised by an individual and is an advocate for fairness, who acts as a source of information and referral, and aids in answering individual's questions, and assists in the resolution of concerns and critical situations.

**DUTIES & RESPONSIBILITIES:**

- Supervise and manage customer relations staff located at Centers
- Analyze departmental operating procedures to provide assistance to directors in developing/devising efficient and effective methods of improving customer service and recommends improvements in customer service policies, systems, programs and services.
- Proactively works with frontline offices to solve customer issues related but not limited to: financial aid, admissions, registration, advising, business office functions, scholarships, and student life.
- Proactively identifies potential future student issues to provide assistance prior to issues arising
- Examines causes of student enrollment issues and initiates corrective action with management to improve customer relations.
- Must have in-depth knowledge of the various aspects of student support including but not limited to: financial aid, admissions, registration, advising, business office functions, scholarships, and student life.
- Investigates, analyzes and assists current and prospective students on complex student support-related issues involving students to ensure timely student enrollment.
- Functions as intermediary to research, intervene or otherwise assist students and support offices.
- Serves as liaison to students and support offices to build consensus and strengthen rapport in support of strategic direction, mission and goals of the university.
- Listens and understands issues while remaining neutral with respect to the facts.
- Provides impartial and confidential consultation to students, faculty, and staff who have a concern related to a student's enrollment at NMHU.

- Assists those requesting consultation in interpreting University policies and procedures.
- Assists inquirers with assessment of “pros” and “cons” of possible outcomes.
- With inquirer’s permission, may consult involved parties to clarify and analyze issues, focus discussions, and offer possible resolution alternatives.
- Refers inquirers to supervisors and/or appropriate University officials who are able to address the matters of concern.
- Should be innovative in developing options that are responsive to differing needs.
- Is responsible for ongoing education and communication about the office’s role to all potential inquirers as well as to college leadership
- Assist the VPSEM in maintaining data, statistics, tracking of trends to ensure implemented services are appropriate and effective
- Collaborate with the NMHU Customer Service Committee to develop, implement and coordinate training for Student Services offices to ensure high level of customer service to both internal and external constituents.
- Performs special projects and other duties as assigned.

**MINIMUM JOB REQUIREMENTS:**

- **EDUCATION:** Bachelor’s degree in any field.
- **EXPERIENCE:** Two (2) years of full time work experience in the areas mentioned above.
  - **PREFERRED will be given to the following:**
    - Master’s Degree in any field.
    - Experience in program design and implementation.
    - Demonstrated ability to relate well to students, faculty, staff and the public.
    - Experience with Banner
    - Experience with Degree Works

**SPECIAL REQUIREMENTS:**

- Must be willing to work evenings, weekends, holidays, and odd hours.
- Must be willing to travel.
- Must be knowledgeable about the university, its structure, culture, policies, and practices.
- Must have excellent networking skills, understand and participate in collaboration with others, and be able to establish and maintain broad contacts throughout the university.
- Must be sensitive to dealing with individuals from a wide variety of backgrounds and cultures.
- Must be open, objective, and must seek to understand issues from multiple perspectives.

**KNOWLEDGE, SKILLS, and ABILITIES:**

- Experience working in a university or college environment.
- Excellent communication skills, oral and written.
- Ability to work effectively with a wide range of people, maintain confidentiality and demonstrate sensitivity and discretion in all aspects of work.

**PHYSICAL DEMANDS:**

- Sitting.....Frequently
- Standing.....Occasionally
- Walking.....Occasionally
- Bending.....Occasionally

- Squatting .....Occasionally
- Climbing .....Occasionally
- Kneeling .....Occasionally
- Lifting/Carrying up to twenty (20) pounds..... Occasionally

**WORK ENVIRONMENT:**

- Work is performed mostly in an office setting.

**APPLICATION PROCEDURE:** Interested applicants must submit 1) a letter of interest, 2) resume, 3) copies of unofficial transcripts, 4) a University employment application, and 5) names, addresses, and phone numbers of at least three professional references.

References will be contacted in conjunction with on-campus interviews. Official transcripts should be requested upon invitation to an on-campus interview.

Submit Application to: