

Manpower

Ellucian Advert Help Desk (Tier 1 Call Center)

What's in it for you?

- \$12.50 hr
- 32-40 hours a week
- Incredible work environment

What is the job?

- Teach or instruct work-related subjects to students who have graduated or left high school.
- Includes correspondence school instructors; industrial, commercial and government training instructors; and adult education teachers and instructors who prepare persons to operate industrial machinery and equipment and transportation and communications equipment.
- Teaching may take place in public or private schools whose primary business is education or in a classroom associated with an organization whose primary business is other than education.
- Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.
- Responds to inquiries and requests for assistance with an organization's computer systems or PCs.
- Logs calls, identifies problems, troubleshoots and provides advice to assist users through standard scripts or checklists.
- Coordinates with level 2 or higher IT resources to resolve problems if necessary.
- May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

What you bring to the job?

- Previous call center experience
- Open Availability**
- Great attitude
- Ability to pass Background Check

HOW TO APPLY: Submit resume by email or call.

Email: Kristin.Smith@manpower.com

Telephone: 585-227-6008 ask for Kristin to inquire