

**Enrollment Management  
Student Communications Center Specialist  
Job Description**

**Job Title:** Student Communications Center Specialist (*Work Study Preferred, Not Required*)

**Job ID:** 4007

**Location:** Ellensburg

**Full/Part Time:** Part-Time

**Regular/Temporary:** Temporary

**Position Description**

**Job Summary: (Purpose)**

The division of Enrollment Management (EM) is currently hiring for the position of Student Communications Center Specialist. The position provides support to various areas within EM (Financial Aid, Student Accounts, Cashiers, Admissions, and Visitation) by answering general questions via phone and other communication platforms.

**Additional Information: (Educational Benefits)**

Enhance your customer service, communication, and teamwork skills in a professional environment.

**Job Duties: (Essential Functions)**

- Serve as customer service representative for the division of Enrollment Management
- Interact with students, parents, community, staff, and other campus departments
- Work under the guidance of State and Federal regulations, and CWU policies and procedures
- Answer and/or transfer calls received to the appropriate area in a professional and timely manner
- Properly navigate CWU website, MyCWU, and PeopleSoft to answer questions and provide appropriate resources
- Commitment to the CWU Wildcat Way service program
- Support additional Center initiatives as assigned

**Minimum Qualifications: (Skills)**

- Ability to learn quickly and retain information
- Good communication and customer service skills, especially in a demanding service-oriented environment
- Some computer experience
- Dependable and punctual

**Preferred Qualifications:**

- Customer service experience
- Minimum 2.75 GPA

**Pay & Work Schedule:**

- Pay: \$13.69 hourly
- Schedule/Hours: 10-19 hours per week

**Working Conditions:**

Work is performed in an indoor office setting. It is essential to be able to remain at a desk/computer workstation for prolonged periods of time.

**Benefits:**

All student and temporary/hourly positions are eligible to accrue paid sick leave. This leave will accrue at one (1) hour of paid sick leave for every 40 hours of work.

**HOW TO APPLY:**

To apply for the position, complete the online application ([MYCWU > Student Tab > Student Employment > On campus > Search ID# \(4007\)](#)) and attach:

- Cover letter;
- Resume;
- References

For questions, please contact:

Linda Lea

[Linda.Lea@cwu.edu](mailto:Linda.Lea@cwu.edu)

509-963-3038

\*Please contact Human Resources at [hr@cwu.edu](mailto:hr@cwu.edu) or 509-963-1202 if you require technical assistance with the online application process.

**Conditions of Employment:**

Current student of CWU enrolled in at least 6 credits.

Prior to employment, final candidate(s) will be required to submit a background check. All information obtained through the background investigation will be strictly confidential and revealed only to those required to have access.