Educational Perspectives

Job Title	Customer Service Representative & Office Support Associate
Employment Type	Part-Time, 20-25 hours per week; PTO provided; no health insurance or full-time benefits
Location	Chicago (Loop); on-site
Compensation	$19 - $21 per hour based on experience
Start Date	Until filled
Duties and Responsibilities	• Handle inbound and outbound customer communications via phone, email, and chat, providing timely and professional assistance to prospective and current applicants • Assist applicants with general inquiries, the online application and payment processes, and accurately enter or update information in the Customer Relationship Management (CRM) system • As customer service volume permits, assist walk-in applicants and support document drop-off and pickup • Provide general document and office support as needed, including scanning, filing, organizing, and archiving academic documents and application materials • Perform other duties as assigned
Minimum Education and Experience	• Some college coursework or equivalent education and experience; a Bachelor's degree is a plus but not required • Previous general office, administrative, or customer service experience is preferred
Skills and Competencies	• Excellent verbal and written communication skills with a friendly, welcoming, and service-oriented demeanor • Strong organizational skills, attention to detail, and ability to adjust to changing priorities and work volumes • Patience and sensitivity when communicating with individuals whose native language is not English • Comfortable learning and using online applications, CRM systems, and other office technology • Professional proficiency in Spanish is strongly preferred; additional language skills and experience in working in higher education, international education, credential evaluation, translation, or a related environment is a plus, but not required • Willingness to smile.
Physical Demands and Work Environment	• Ability to work for extended and continued periods at a workstation, including some weekends and evenings during peak seasons. • May be required to lift up to 25 lbs.
Submit Cover Letter & Resume	E-mail: hr@edperspective.org

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