



## FLETCHER TECHNICAL COMMUNITY COLLEGE

### Welcome Center Attendant

A 12-month administrative coordinator position housed at the Schriever campus. The Welcome Center is located near the main entrance to the campus. The Welcome Center Attendant is responsible for welcoming and assisting guests, prospective students, current students, and community members when they visit and contact campus via phone.

- This position will exhibit exceptional customer service by welcoming all guests to campus. The Attendant will ascertain the nature of the visit and ensure they reach their desired destination.
- Answers the College's main phone line; provides answers to Tier 1 questions regarding the enrollment process, registration, billing, bookstore, and general information; directs calls as necessary to the appropriate party; manages and documents voicemails, and distributes messages as needed.
- The attendant will assist the student or guest with the virtual line check-in process when necessary and direct the student to the appropriate waiting area.
- Uses tools and technology to document traffic on campus and for phone calls.
- Notifies appropriate staff member if awaiting visitor.
- Assures applicable protocols are followed by guests, students, and employees.
- Maintain a clean, safe, and friendly environment.
- Assists with other projects as needed and other duties as assigned by management.

**Qualifications:** Bachelor's degree. An Associate's Degree with 5 years of experience may substitute for the Bachelor's degree.

**Preferred Qualifications:**

- Strong customer service skills
- Effective interpersonal skills and relationship-building skills.
- Good written and oral communication skills.
- Good organization skills.
- Problem-solving abilities, with attention to detail.
- Ability to work independently and efficiently.
- Self-motivated and directed, with the ability to effectively prioritize and execute tasks in a high-pressure environment.

**Reports To:** Executive Director of Enrollment

[About Us](#) (Click here to learn about Fletcher)

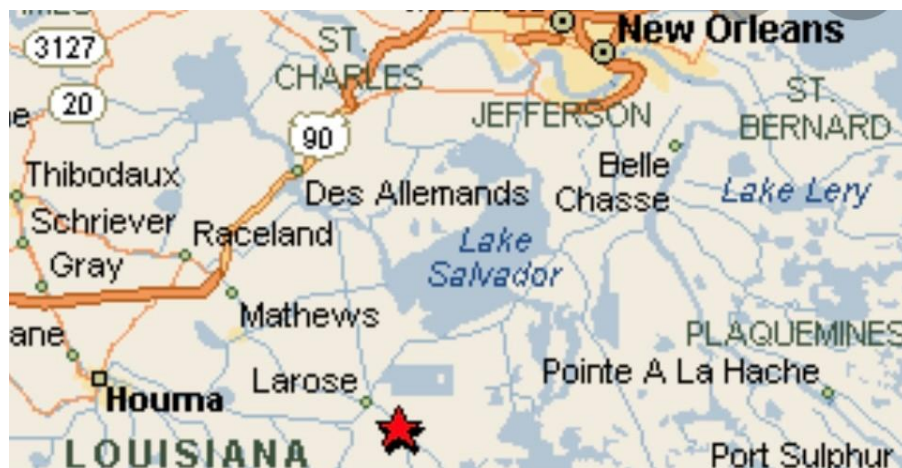
The Schriever, Houma, Thibodaux community is famous for its Cajun food and music, charter boat fishing, swamps, and dance halls. Also, it is well known for its birding trails, an exotic wildlife park, museums, Mardi Gras celebrations, medical facilities and more. The area is designated a retirement community and offers diversity and a rich culture. Residents take pride in their properties and that curb appeal adds to the richness of the community.

**Fletcher Technical Community College is an Equal Opportunity Employer** in compliance with Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, and Section 504 of the Rehabilitation Act of 1973, this Educational Agency upholds the following policy: Fletcher Technical Community College campuses assure equal opportunity for all qualified persons without regard to race, color, national origin, gender, gender identity, age, religion, qualified disability, marital status, veteran's status, political affiliation, sex or sexual orientation in its hiring or employment practices or in admission to its programs, services, or activities, in access to them, in treatment of individuals, or in any aspect of its operations. Each campus welcomes handicapped individuals and has made buildings accessible to them. Faculty and staff demonstrate success in working with diverse populations and demonstrate experience in a variety of teaching methods.

**Title IX Coordinator:**

(985)448-5904  
1407 Highway 311  
Schriever, LA 70395

**Campuses are located in Schriever, Houma and Thibodaux, 1 hour southwest of New Orleans.**



Qualified applicants should submit Resume, [Employment Application](#), and Transcript(s) to:

[hr@fletcher.edu](mailto:hr@fletcher.edu)

or

**Fletcher Technical Community College  
Human Resources  
1407 Highway 311  
Schriever, LA 70395**

Application Instructions can also be located at [www.fletcher.edu](http://www.fletcher.edu) under Employment.