

## **POSITION ANNOUNCEMENT**

### **Non-Credit Lecturer – Customer Service/Call Center Professional Capital Community College**

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**Position Information:** Instructor for short-term job training certificate program to prepare students with the knowledge and skills to be successful in the fast-paced work environment of a customer service/call center. This position requires evening or daytime availability to teach 3-6 hours per week on a course by course basis.

#### **Minimum Qualifications:**

- Bachelor's degree in related field.
- At least one year of teaching experience in related field is preferred.
- A minimum of 5 years of work experience in the field. Experience may include work and/or teaching experience in the subject area and/or professional certification in Customer Service/Call Center Representative
- Must be familiar with current call center practices and technology.
- Ability to work with diverse populations and learning styles.

**EQUIVALENCIES:** Applicants who do not meet qualifications as stated are encouraged to put in writing precisely how their background and experiences have prepared them for the responsibilities of this position and by providing appropriate references.

**SALARY:** This position is compensated by hourly wages and commensurate of qualifications and experience.

**TO APPLY:** Submit a **letter of interest, current resume, copies of transcripts and completed application** <http://www.ct.edu/files/pdfs/Employment-Application.pdf> to:

Human Resources Department  
NCL – Call Center Search  
Capital Community College  
950 Main Street  
Hartford, CT 06103  
or  
E-mail to: CA-HRApplclicant@capitalcc.edu

**Closing Date:** Open until filled.