



UNIVERSITY COLLEGE CAYMAN ISLANDS

JOB DESCRIPTION

Job Title:	Customer Experience Associate
Jobholder:	Vacant
Grade:	P
Salary Range:	KYD \$36,528.00 – KYD \$46,740.00 per annum.
Reports to:	Vice President of Business and Operations (VPBO) or designee
Portfolio/Department:	University College of the Cayman Islands

Job Purpose

The post holder will be accountable for delivering professional and courteous first point-of-contact services to all clients and visitors, ensuring a positive and efficient initial experience. Additionally, the role will provide general administrative support to management and staff, contributing to the smooth and effective operation of the office.

Principal Accountabilities

1) Customer Service (70%)

- Serve as the primary point of contact for students, parents, faculty, and visitors entering the Administration/One Stop Centre building
- Greet all guests with professionalism and courtesy, creating a welcoming and supportive environment
- Provide clear and accurate information on university procedures, deadlines, services, and office locations
- Triage inquiries by assessing visitor needs and directing them to the appropriate department or staff member
- Answer and route incoming phone calls and emails to relevant personnel, ensuring timely responses
- Maintain knowledge of key administrative functions such as registration, enrollment, transcripts, and student records
- Assist students with navigating online portals, form submissions, and basic registration processes, or redirect to appropriate department as required
- Monitor foot traffic and ensure orderly flow of visitors, especially during peak periods like registration and orientation
- Log and track visitor interactions and requests to support follow-up and service quality improvements



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- **Other responsibilities (30%)**

- Identify urgent or sensitive issues and escalate them to senior staff or appropriate university offices
- Maintain up-to-date directories, contact lists, and campus resources for efficient information sharing
- Foster a positive first impression of the university's administration and student services through professional conduct and presentation
- Assist with other duties as requested

Dimensions

The post holder will play a key role in advancing the strategic goals of the University College of the Cayman Islands (UCCI) by contributing to the continuous enhancement of administrative effectiveness and service excellence. This position is responsible for creating and maintaining a welcoming, professional front-facing environment, ensuring the efficient management of all visitor interactions, including in-person, telephone, and electronic enquiries and performing a range of administrative functions that support the delivery of high-quality customer service and the overall improvement of UCCI's operational performance.

Background Information

The University College of the Cayman Islands (UCCI) is a publicly funded institution of higher learning, established as a statutory authority under the laws of the Cayman Islands. It operates primarily in accordance with the University College Act and the Public Authorities Act, serving as the nation's premier provider of tertiary education, workforce training, and lifelong learning.

CITERIA FOR APPOINTMENT

KNOWLEDGE	ESSENTIAL	DESIRABLE
A High School Diploma or General Education Degree (GED) from an accredited institution	X	
Certificate in Customer Service or formal Program	X	
EXPERIENCE		
Minimum of 1-year experience in performing administrative/ clerical/customer service duties	X	
Experience providing general office support and administration	X	
SKILLS		
Excellent oral and written communication skills	X	



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Good range of interpersonal skills dealing with the public, staff and customer	X	
Excellent customer service skills with an aptitude to build rapport	X	
Strong organizational skills and attention to detail	X	
Proficient in the use of Microsoft Office applications (Word/Excel/PowerPoint/Outlook)	X	
Ability to work under pressure	X	
ATTRIBUTES		
Self-motivated	X	
Maturity, multi-task	X	
Pleasant demeanor	X	

Assignment and Planning Work

The role reports to the Vice President of Business and Operations' or designee who will rely on the post holder to ensure that the phones are answered promptly and pleasantly, deal with walk in clients in a timely and courteous manner and be attentive to the reception desk.

Supervision of Others

The post-holder will not be supervising other team members.

Other Working Relationships

The post holder will at times work with the VPBO, and other members of the department for specific task to be approved by the VPBO.

Decision-Making Authority and Controls

The post holder must consult with the VPBO's or designee for all administration related matters.

Problems/Key Features

The post holder will be expected to manage challenging customer interactions with composure and professionalism, including instances involving irate, unfriendly, or demanding individuals. A calm and courteous demeanor is essential to effectively de-escalate situations and maintain a positive representation of UCCI. The role also requires adaptability and efficiency during peak periods, such as end-of-month deadlines, student registration, and commencement—when there



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is a significant increase in telephone calls and walk-in traffic.

Working Conditions

The role will be situated in the Administration building of UCCI, in a normal office environment. Long hours may sometimes be required to meet tight deadlines and deliver projects. Occasionally the post-holder may be required to provide support or attend functions outside of normal working hours for business purposes.

Agreed By:

Post Holder: _____

President or Designee: _____

Date: _____

Date: _____