

STUDENT LABOR POSITION DESCRIPTION

Admissions

Most Recently Updated 00/00/99

Position Title: Telecounselor Coordinator
Must work 10 hrs/wk.

I. Grade Level: 3

II. Description:

A. The following are the essential duties for a Telecounselor Coordinator in Admissions:

1. Identifies and hires telecounseling team
2. Trains team
3. Sets goals for team
4. Monitors team two evenings a week
5. Reports progress
6. Performs other job-related duties as assigned.

B. The following are *possible additional* duties for this position:

1. May make calls to prospective student
2. May perform office duties
3. May help campus services
4. See that the workplace and environs are clean.
5. Performs any other duties as required

III. Learning Opportunities:

- A. Supervising
- B. Leadership
- C. Public relations
- D. Customer service
- E. Promotion
- F. Computer and phone skills

IV. Basic Qualifications:

- A. General: Friendly personality, independent thinking, dependability, responsibility, respect for confidentiality, and Honesty
- B. Skill: Communication, computer, and leadership
- C. Physical: Ability to give a one-hour tour
- D. Academic: Student should not currently be on any probations

V. Desirable Qualifications:

- A. Independent thinking
- B. Familiarity with Banner, Work, and Excel

VI. Narrative Summary:

A Telecounselor Coordinator worked closely with Admissions in developing an effective Telecounseling program. They reported directly the status of calls to an Admissions Counselor. They were also responsible for team motivation and leadership. The Telecounselor Coordinator played an important role in Admissions recruitment by overseeing calls to prospective students