

Job Title
Office/Department
Location (Building)
Supervisor
Length of Employment
Job Wage Rate or Range
Position Summary

Telecounseling Manager
Admissions
Albright House
Karla Morford
Academic Year
\$8.00/hour
Responsible for overseeing telecounseling shifts.

Principal Duties and Responsibilities

Open the office each shift. Check bulletin board/email for messages. Straighten phoning area before shift. Make sure all telecounselors are at their shift on time. Call any telecounselors who are not on time. Complete cut sheet for telecounselors who do not show for shifts. Support telecounselors and let them know they are doing a good job or correct inaccurate information. Keep active conversation in the binder. Conduct a minimum of 10 calls per month. Stay current and assist with data entry. Special projects as assigned.

Knowledge Skills and Abilities

- Typing
- Phone Coverage
- Data Entry
- Research Assistant
- Tutoring
- Athletic Training
- Maintenance
- Receptions/Registrations
- Customer Service/Public Relations
- Microsoft Excel
- Microsoft PowerPoint
- Dreamweaver
- Troubleshooting PCs
- Sports Information
- Audiovisual Skills
- Library Circulation Desk
- Photography
- Maintain Inventory
- Heavy Lifting Required

- Filing
- Photocopying
- Cataloging
- Operate Switchboard
- Scheduling
- Telemarketing
- Scheduling
- Supervisory Responsibilities
- Microsoft Word
- Microsoft Access
- Installing Hardware
- Internet Searches
- Graphic Arts
- Sports Statistician
- Shelving Books
- Interlibrary Loan
- Food Preparation
- Cash Register Skills

Additional Job Qualifications

Communication, organizational, and computer skills. Knowledge of Cornell,

OCAAT, and benefits of a liberal arts education. Ability to communicate effectively, interact professionally, maintain confidentiality in a variety of situations (in person and on the telephone)

Expectations

Must be able to work a minimum of 10 shifts. May require more if managers choose to work the same shift. Must be able to attend all meetings.

Working Conditions

Works in a shared congested office space. Weekend work throughout the academic year, and evening/weekend phoning are expected.

Other

Employees may be required to perform other job-related duties as assigned. All requirements are subject to change over time, with possible modifications made to reasonably accommodate individuals with disabilities.