

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

Telecounselors
Admissions
Albright House
Karla Morford
Academic Year
\$7.25/hour
Telecounselors will be responsible for participating in the Admissions Office telemarketing campaign. This entails calling prospective students and giving them accurate information about Cornell College.

Principal Duties and Responsibilities

Telecounselors must be friendly and personable. Have ample knowledge of Cornell College's academic programs, history, student life, and activities. Have a positive view of Cornell College and project that attitude to prospective students. Are able to relate to people from many different backgrounds. Are knowledgeable about Cornell's admission process, as well as the financial aid process. Attend all scheduled meetings.

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

Work Monday through Thursday at 6:00 pm and/or 7:30 pm and Sunday at 3:30, 6:00 or 7:30 pm. The shifts last an hour and a half each. Telecounselors may work two to three shifts per night. Work 10 shifts per block and attend a block meeting.

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.