

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

Phone Team Manager  
Admission  
Albright House  
Derek Therrien  
Academic Year  
\$9.00/hour  
Responsible for overseeing shifts offered to the Phone Team.

**Principal Duties and Responsibilities**

Open the office each shift. Check email for messages and cancelled or added shifts. Manage records regarding completed and missed shifts. Motivate and support members throughout shift. 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**

Managerial, communication, organizational, and computer skills. Knowledge of Cornell, One Course At A Time, and benefits of a liberal arts education. Ability to communicate positively and effectively, organize schedules for data entry completion, interact professionally, maintain confidentiality in a variety of situations (in

person and on the telephone).

**Expectations**

May require more if managers choose to work the same shift. Attend all scheduled meetings. Complete a total of 16, 1 hour shifts per block.

**Working Conditions**

Work in a shared office space. Evening and 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.