

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

Phone Team Caller
Admission
Albright House
Derek Therrien
Academic Year
\$7.25/hour
The Phone Team is responsible for participating in the Admissions Office telecounseling campaign. Members of this team call prospective students to give them accurate information about Cornell College and share the student experience.

Principal Duties and Responsibilities

Members must be friendly and personable. Have ample knowledge of Cornell College's academic programs, student life, and Cornell's admission process. Have a positive view of Cornell College and project that attitude to prospective students. Are able to relate to people from many different backgrounds.

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, One Course At A Time, and benefits of a liberal arts education. Ability to

communicate positively and effectively, interact professionally, maintain confidentiality in a variety of situations (in person and on the telephone).

Expectations

Complete 16, 1 hour shifts per block.
Attend all scheduled meetings.

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.