

Job Title	<u>Phone Team Caller</u>
Office/Department	<u>Admission</u>
Location/Building	<u>Albright House</u>
Supervisor (Title of Supervisor)	<u>Adeara Jean Maurice</u>
Rate of Pay if not Minimum Wage	<u>\$8.00 / hour</u>
Position Summary	The Phone Team is responsible for participating in the Admission 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 an attitude to prospective students. Are able to relate to people from many different backgrounds.

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| <input checked="" type="checkbox"/> Typing | <input checked="" type="checkbox"/> Photocopying |
| <input checked="" type="checkbox"/> Phone Coverage | <input type="checkbox"/> Cataloging |
| <input checked="" type="checkbox"/> Data Entry | <input type="checkbox"/> Operate Switchboard |
| <input type="checkbox"/> Research Assistant | <input type="checkbox"/> Scheduling |
| <input type="checkbox"/> Tutoring | <input checked="" type="checkbox"/> Telemarketing |
| <input type="checkbox"/> Athletic Training | <input type="checkbox"/> Supervisory Responsibilities |
| <input type="checkbox"/> Maintenance | <input checked="" type="checkbox"/> Microsoft Word |
| <input type="checkbox"/> Receptions/Registrations | <input type="checkbox"/> Microsoft Access |
| <input checked="" type="checkbox"/> Customer Service/Public Relations | <input type="checkbox"/> Installing Hardware |
| <input checked="" type="checkbox"/> Microsoft Excel | <input checked="" type="checkbox"/> Internet Searches |
| <input type="checkbox"/> Microsoft PowerPoint | <input type="checkbox"/> Graphic Arts |
| <input type="checkbox"/> Dreamweaver | <input type="checkbox"/> Sports Statistician |
| <input type="checkbox"/> Troubleshooting PCs | <input type="checkbox"/> Shelving Books |
| <input type="checkbox"/> Sports Information | <input type="checkbox"/> Interlibrary Loan |
| <input type="checkbox"/> Audiovisual Skills | <input type="checkbox"/> Food Preparation |
| <input type="checkbox"/> Library Circulation Desk | <input type="checkbox"/> Cash Register Skills |
| <input type="checkbox"/> Photography | |
| <input type="checkbox"/> Maintain Inventory | |
| <input type="checkbox"/> Heavy Lifting Required | |

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

Attend all scheduled meetings. Complete a total of 14, 1 hour shifts.

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.