Telecounseling Program Graduate Assistant
Office of Undergraduate Admissions

Job Summary:
The Telecounseling Program Graduate Assistant position will report to the admissions professional who oversees the Telecounseling program in the Undergraduate Office of Admissions. The Telecounseling team is comprised of 13-15 current students who assist the admissions staff with recruitment efforts by contacting prospective students by phone. The individual selected will assist in the management of student callers.

Responsibilities:
- Daily management of the Telecounseling team (13-15 undergraduate students)
- Meet calling deadlines
- Perform calls as needed (high level/priority calls)
- Motivate Telecounseling team to reach calling goals
- Assist in the hiring and training of Telecounseling team
- Represent the college at college fairs and recruitment programs as needed
- Provide general office support
- Assist at all major admissions events throughout spring and fall semesters
- Assist with Saturday Visit Days
- Answer questions from prospective students and families

Qualifications:
Applicants should be well-organized, detail-oriented, and exhibit excellent verbal and interpersonal communication skills. Experience with customer service, social media, data entry, public speaking, and work in an office setting is preferred. The applicant should demonstrate professionalism, problem solving, and be a self-starter. Knowledge of Slate CRM or other database systems is desirable, but not required.

Compensation:
The graduate student will receive a waiver for 5 graduate classes over 2 semesters per year.

Terms:
August 2022 – May 2023 (exact dates TBD)
20 hours per week, including a reduced schedule during college breaks.
Applicant must be able to work evening and Sunday shifts.