POSITION DESCRIPTION & APPLICATION INSTRUCTIONS

2015 STUDENT CALL CENTER

ADMISSIONS STUDENT CALL CENTER STAFF MEMBER

Thank you for your interest in the Student Call Center position with the Admissions Office. Members of the Student Call Center join the Admissions Office staff and as such are a part of Enrollment Services. This position reports directly to Admissions Counselor Sara Smith and indirectly to other professional staff members in the Admissions Office.

REQUIRED QUALIFICATIONS

- Must be a full-time, undergraduate student.
- Must be a Western student in good standing.
- Must have a minimum cumulative GPA of 2.75 at time of application.
- Must have completed a minimum of one semester at Western.
- If selected, Student Call Center staff members must maintain a cumulative GPA of 2.75 throughout term of employment.
- Must demonstrate a positive attitude, strong work ethic, and a desire to work with people.
- Must be committed to developing communication and customer experience skills.
- Must demonstrate pride in the Western experience.
- Must be available for ALL Student Call Center staff time commitments.
- Must be available to work during Call Center operation hours, Monday through Thursday from 4 p.m. – 7 p.m.
- Must be available to work between 7 and 10 hours per week.

PREFERRED QUALIFICATIONS

- Be an effective and clear communicator.
- Demonstrate flexibility, creativity, and dedication.
- Be able to create an excellent customer experience.
- Comfortable speaking with prospective students and other callers over the phone.
- Bi-lingual ability, spoken and written (Spanish/English) is a plus.

RESPONSIBILITIES

Student Call Center staff members will have various responsibilities, which include working in a positive manner with other members of the team, engaging with prospective students, positively representing the University, and providing accurate and appropriate information. Specific responsibilities include:

- Attend and fully participate in all training events and activities.
Know general information pertaining to Western State Colorado University including the Enrollment Services, Divisions of Academic Affairs, and Division of Student Affairs in order to convey accurate information at all times and assist students and their family members effectively with questions pertaining to the Western experience, admissions, and their transition.

Coordinate and complete calling campaigns to perspective and admitted student related to the admissions process supporting the communications efforts of the office.

Complete special projects that may require contacting departments/offices, maintaining organization and timelines.

Create an excellent customer experience for all constituents.

Maintain a standard of professionalism in all manners of communication with new students, family members, and guests as well as the professional and support staff, other Western staff, and any contact outside of the Western community to which you represent the University and the Admissions office.

Assist in troubleshooting and problem solving any issues that may arise during calling campaign.

Develop and demonstrate team leadership, responsibility, and effective communication skills.

Demonstrate sensitivity to diversity/appreciation of difference in first-year students, transfer students, family members/guests, and within the Admissions office.

Perform other duties as assigned.

PERIOD OF EMPLOYMENT

The official period of employment will be from February, 2015 – May 8, 2015 (possible summer employment opportunities).

TERMS OF EMPLOYMENT

Student Call Center staff members must have at least a 2.6 cumulative grade point average to apply and must maintain at least a 2.6 cumulative grade point average during affiliation with the Admissions office.

In addition, Student Call Center staff members are expected to act as a public relations and information person on behalf of Western, exhibit behavior appropriate to University and civil regulations, demonstrate good customer service skills, fully participate in all training activities, and provide feedback concerning issues of any kind (personnel, programmatic, etc.).

REMUNERATION

Compensation consists of an hourly wage as scheduled by the official student wage scale with a starting base no lower than $8.23 per hour.

STUDENT STAFF EXPECTATIONS

All staff members are required to agree to and comply with expectation as outlined in the Student Call Center staff member manual.

APPLICATION

Send a completed Student Call Center application and updated resume to slsmith@western.edu by 5 p.m., Sunday, January 15, 2015. Please direct any questions about the Student Call Center position or application process to Sara Smith at slsmith@western.edu or 979.943.2203.
STUDENT CALL CENTER APPLICATION
DUE 5 P.M. SUNDAY, FEBRUARY 15

SECTION ONE – Demographics

<table>
<thead>
<tr>
<th>Full Name</th>
<th>Cell Phone Number</th>
<th>Current Year</th>
<th>Anticipated Graduation</th>
<th>Hometown/State</th>
<th>Major</th>
<th>Primary email</th>
<th>Clubs, activities, etc</th>
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SECTION TWO – Respond to the following questions (Please type your answers)

1. Why do you feel you would make a good student caller? What strengths do you have that will make you successful in this position?

2. Describe how you overall experience at Western has been.

3. If selected as a student caller, how will you contribute to a prospective student’s college selection process?

Please submit this application to Sara Smith at slsmith@western.edu