Position Title: Phone Bank Operator  
Reports To: Phone Bank Supervisor  
Classification: Non-Exempt  
WC Code: 8868  
Position Type: Fifth Level Administrator

Major Responsibilities: It is the responsibility of the phone bank operator to perform a daily task of phone calls to maintain a number of leads.

Specific Duties and Responsibilities:

1. Read, understand and comply with the University’s mission, the catalog, the University’s policies and procedures, the Staff Handbook and Institutional Effectiveness process.
2. Respond to communications (e-mail, voice mail) on a daily basis.
3. Complete a number of enrollments expected per semester.
4. Provide adequate information regarding programs of study offered by the university.
5. Participate in recruiting activities such as college fairs, career days, education fairs, festivals, and others.
6. Report to work on time.
7. Follow instructions and complies with policies.
8. Collaborate with others as a team player.
9. Support and participate in University Commencement Ceremonies.
10. Participate in the self studies and committees conducted by the university.
11. Perform other duties as assigned.

Note: The use of computers and university resources is limited to school business purpose. Installation of any software is prohibited.
This job description is intended to describe the general nature and level of work being performed by individuals assigned to this position. It is not intended to be construed as an exhaustive list of all tasks, duties, skills and/or responsibilities required for this position in each Campus at all times. Tasks, duties, skills and/or responsibilities may vary from individual to individual, campus to campus and over time, depending upon various factors. These are general guidelines for this job position.

Name: ________________________________________________________

Signature: _____________________________________________________

Date: ________________________________________________________