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

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.

If you wish to apply for this position, please click on the link below to go to the FNU Career Center: