

University of Houston – Clear Lake

Position Description

Job Title: **Lead Telecounselor**

Job Code: **5318**

Pay Grade: **060**

FSLA: **NE**

Location: **UHCL**

Retirement Program: **TRS**

QUALIFICATIONS

	REQUIRED	PREFERRED
Education	High School diploma or GED. Must be able to speak articulately, carry a natural telephone conversation while following scripts and conversation outlines, maintain a positive and professional attitude, comfortable with learning computer programs, self-starter and can assess the level of interest of prospective students.	Minimum one year customer service experience.
Experience		
License/Certification		

This position may be security sensitive requiring a background check of the final candidate.

POSITION SUMMARY

Part of a student centered enrollment management team the Lead Telecounselor is responsible for developing rapport between the prospective student, applicant, admitted student and UHCL; provides the information and resources needed for the student to become an enrollee; assist the recruitment team by grading the students level of interest. Run queries of individuals who need to be called; assign these lists to Telecounselors.

Duties and responsibilities	% Time
Initiate and maintain telephone contact with specific groups of prospective students throughout the admissions process. Make calls to continuing students and other groups as identified by the university.	50
From conversations, enter data into People Soft necessary for grading/qualifying and maintaining rapport with the prospect.	15
Develop and foster a personal connection between the prospective student and the university by providing accurate information and exhibiting professionalism. Stay abreast of campus events, deadlines critical to enrollment, general information about enrollment offices and student services. Know characteristics of the campus which makes it unique.	15
Submit weekly reports on calls made and conversations with students. Run queries for specific groups that will be called. Other duties as assigned.	15

This position description describes the general qualifications, duties and responsibilities of work being performed.