

# University of Houston – Clear Lake

## Position Description

Job Title: **Telecounselor FT**

Job Code: **5323**

Pay Grade: **050**

FSLA: **NE**

Location: **UHCL**

Retirement Program: **TRS**

### QUALIFICATIONS

|                       | REQUIRED   | PREFERRED                                      |
|-----------------------|--|--|
| Education             | High school diploma or GED.  | At least one year customer service experience. |
| Experience            | 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. |  |
| 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 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.**

| Duties and responsibilities   | % Time |
|---|--------|
| To 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     |
| To enter data into PeopleSoft from conversations necessary for grading/qualifying and maintaining rapport with the prospect.  | 25     |
| To develop and foster a personal connection between the prospective student and the university by providing accurate information and exhibiting professionalism; staying abreast of campus events, deadlines critical to enrollment, general information about enrollment offices and student services; knowing characteristics of the campus which makes it unique. Submit weekly reports on calls made and conversations with students. | 25     |

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