

Holy Cross College
Student Employment

Title: Telecounselor

Department: Office of Admissions

Supervisor: Tim Cleaver

Email: tcleaver@hcc-nd.edu

Schedule: Approximately 4 hours per week. Hours typically take place on weeknight evenings from 6:00-9:00 p.m. as determined by the supervisor.

Rate of pay: \$8.50 per hour

Purpose:

To assist the Office of Admissions by calling prospective students during various stages of the admissions process.

Essential Job Duties:

- Call prospective students to
 - 1) encourage them to start/complete the application process
 - 2) highlight upcoming deadlines in the admissions timeline
- Provide accurate information about Holy Cross College to prospective students and parents
- Share with prospective students and parents your positive personal experiences within the Holy Cross College community
- Report follow up messages to Admissions Counselors
- Other duties as assigned

Minimum Education, Skills and Abilities:

- Must have attended Holy Cross College for a minimum of one semester
- Ability to communicate well using professional phone etiquette
- Ability to work effectively with a diverse student population
- Ability to work with minimum direct supervision
- Excellent interpersonal skills