



Position: Student Caller
Department: PGS Enrollment
Reports to: Director of Enrollment Operations & Community Relations
Location: PGS Building, 300 E Beltline Ave NE

SUMMARY

The PGS student caller position is an integral part of prospective student communication process. The student caller is responsible for assisting the enrollment counselors in scheduling student appointments, gathering outstanding admissions material, and setting partner appointments.

QUALIFICATIONS

- A personal and growing relationship with Jesus Christ
- Current full-time PGS or GRTS student
- Enjoys talking with new people on the phone about Cornerstone
- Developed computer skills and ability to learn and use the enrollment database
- Able to take direction well and complete work in a timely manner

GENERAL RESPONSIBILITIES

- Call PGS inquiries to schedule student appointments for enrollment counselors
- Active teammate and attends all team meetings and trainings.
- Completes the Student Caller timecard in Web Advisor by the 1st and 15th of each month.
- Arrives to the PGS Enrollment Office on time for each shift, beginning phone calls within five (5) minutes of arriving to work.
- Records all notes and conversations in university recruitment database
- Schedule 8 hours per week Monday-Thursday. Evening hours required. No more than 2 hours of calling per shift

SPECIFIC RESPONSIBILITIES

- Makes a prescribed number of phone calls each week to prospective students (inquiries) promoting the benefits of obtaining a Cornerstone University education with the purpose of encouraging students to meet with an enrollment counselor and apply. During phone calls, student caller will attempt to:
 - Build relationships with students
 - Learn about and document reasons for earning a degree
 - Answer questions honestly and/or seek to find answers to questions after research
 - Schedule next steps (scheduled meeting with counselor or apply)
- Maintains regular evening office hours between 6:00 – 8:00pm, Mondays – Thursdays.
- Documents completed phone calls in the student database, Hobsons Radius.
- Sends a handwritten note to prospective students after a positive phone call is documented
- Regularly meets an expected number of calls per week and contributes to a weekly team goal.

LENGTH OF SERVICE: September 11, 2017 – December 1, 2017 (13 weeks) and January 22, 2018 – April 20, 2018 (12 weeks)
Evening training will begin the week of September 11 (during scheduled office hours), with phone calls beginning the week of September 19

Student Callers will not work during the following days:

- *Thanksgiving (November 22 – 24)*
- *Spring Break (March 5-9)*
- *Easter Break (April 13 & 16)*

Interested parties should send resume to Mike Ward at mike.ward@cornerstone.edu for consideration.