

MANUAL Student Employment Career Services	SECTION Student Job Description	PAGE 1 / 1 REVISED 5/24
SUBJECT <b>Student Telemarketing Aide</b>	RANK x181	GROUP I

DEFINITION:

Under limited supervision of a Manager/Supervisor, a student performs the following duties:

- (a) Generates ticket sales through phone solicitation.
- (b) Carries out additional tasks as required.

BASIC QUALIFICATIONS:

Previous telemarketing experience is desirable but not required. Student will be trained in the performance of the above duties. Day hours are required (between 9 AM and 4 PM), and a minimum of 20 hours a week is required.

LEARNING OUTCOMES\*:

- Understand the importance of and demonstrate verbal, written, and non-verbal/body language abilities.
- Employ active listening skills.
- Communicate in a clear and organized manner so that others can effectively understand.
- Frame communication with respect to the diversity of learning styles, varied individual communication abilities, and cultural differences.
- Multi-task well in a fast-paced environment.
- Act equitably with integrity and accountability to self, others, and the organization.
- Consistently meet or exceed goals or expectations.
- Listen carefully to others, taking time to understand and ask appropriate questions without interrupting.
- Navigate change and be open to learning new technologies.

\*Learning outcome descriptions from the [National Association of Colleges and Employers \(NACE\)](#).