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| MANUAL Student Employment Career Services | SECTION Student Job Description | PAGE 1 / 1 REVISED 5/24 |
| SUBJECT <i>Student Telemarketing Assistant</i> | RANK x281 | GROUP II |

DEFINITION:

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

- a) Describes University admission policies or lifestyle.
- b) Generates ticket sales through phone solicitation.
- c) Carries out additional tasks as needed.

BASIC QUALIFICATIONS:

One (1) year of previous telemarketing experience. Student will be trained in the performance of the above duties. Day and evening hours are 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 \(NACE\)](#).