

University of Dubuque  
Student Employment Opportunities

JOB TITLE:	SPARTAN RECRUITER CALL CENTER SUPERVISOR
Department:	Admissions
Location:	Myers Teaching & Administrative Center (MTAC)
Supervisor:	Shane Besler
Phone Number:	563-589-3172
Email:	<a href="mailto:sbesler@dbq.edu">sbesler@dbq.edu</a>
Job Responsibilities:	<ul style="list-style-type: none"> <li>• Must be a sophomore or junior beginning the fall of 2016</li> <li>• Must be available to work in the evenings 4pm-9pm Mondays-Thursdays while school is in session.</li> <li>• Responsibilities: Assist in supervising the Spartan Recruits during the evening in the Call Center. Spartan Recruiters phone call and email prospective students encouraging them to visit and apply for admission. Duties include training new recruiters on all policies related to work and the use of call scripts, nightly reports, and our contact management system used to track results.</li> <li>• In addition, the Call Center Supervisor will give nightly tasks and ensure nightly goals are met.</li> <li>• Weekly, the Call Center Supervisor will review nightly reports and call scripts and email Shane the weekly results and any follow up needed by professional admission staff.</li> <li>• Most importantly, we are looking for someone that is responsible, a quick learner, mature enough to supervise his/her peers, and able to motivate them to perform to their best in an upbeat and fun environment.</li> <li>• Pay: \$8.50/hour</li> </ul>