

University of Dubuque  
Student Employment Opportunities

JOB TITLE:	<b>Spartan Recruiter Call Center Supervisor</b>
Department:	Admissions office
Location:	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>• <b>Must be</b> at least Soph or Junior status beginning the 2014-2015 school year</li> <li>• <b>Must be</b> available to work in the evenings 4pm-9pm Mondays- Thursdays the weeks while school is in session. Will not be expected to work during breaks but option to do so. <i>(Please do not apply if you have other commitments that will interfere during these hours/occasional exceptions will be allowed)</i></li> <li>• <b>Training</b> for this position will begin this spring semester (Feb-April) with the current supervisor with plans to take over beginning Summer 2014 or Fall 2014.</li> <li>• During training, the pay rate will be \$7.25/hour. Once permanent employment begins, compensation will increase to \$8.50/hour.</li> <li>• <b>Responsibilities:</b> Assist in supervising the Spartan Recruiters during the evenings. Spartan Recruiters phone call and email prospective students encouraging them to visit and apply to UD. Duties will include training new Spartan Recruiters on all policies related to work and use of call scripts, nightly activity reports, and our contact management system used to track results.</li> <li>• In addition, the Call Center Supervisor will give nightly tasks to Spartan recruiters and ensure nightly and weekly 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>• You will report directly to Shane Besler, Director of Admission.</li> </ul>