

**Daemen College
4380 Main Street
Amherst, NY 14226**

Telecounseling Center

Telecounseling is a vital part of the recruitment process and often assists in a student's decision to visit Daemen. Telecounselors are responsible for calling prospective students who have inquired about Daemen to answer questions and give accurate information about student life, the admission process and schedule appointments for event visits and interviews.

Internship

Assist the supervisor of the Daemen College Telecounseling Center manage 10 night callers. The callers work Monday-Thursday between 5pm-9pm (commitments to current class schedule will be considered). The Intern/Assistant Supervisor will facilitate nightly motivational games to reach calling goals, assist with weekly calling reports and assist with fall and spring training of the telecounselors.

The assistant supervisor should be used as a source of information when coaching the telecounseling staff; be able to relate to people from many different backgrounds; have a positive view of Daemen College and project that attitude to prospective students.

Rate of pay: \$10 per hour

Required Skill Sets and Expectations

Must be able to communicate effectively (via phone conversations and face-to-face)

Possess the ability to lead and coach

Excellent organizational and leadership skills

Strong motivational management skills

Strong computer skills

Ability to maintain confidentiality in a variety of situations

Experience in the following areas helpful but not necessary

Team building and training

Experience in telemarketing and/or customer communication

Supervisory experience in higher education setting

Experience working in Admissions, Recruitment or Enrollment Management

Contact Person

Yolanda Morris

Assistant Director of Admissions

Daemen College

4380 Main Street

Amherst, NY 14226

E-mail: ymorris@daemen.edu

Phone: (716) 839-9488

Fax: (716) 839-8229