



# CALL TEAM MANAGER

## DEPARTMENT

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Office of Enrollment Management - 5100

## QUALIFICATIONS

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- 2.5 GPA
- Proven leadership abilities
- Desire to encourage and motivate
- Goal-oriented and ability to measure success
- Customer service experience
- Attention to detail
- Exhibits strong organizational skills
- Ability to establish and maintain a structured environment for a team
- Capable of sitting for long periods of time

## DUTIES

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**Job Summary:** The Call Team Manager will be responsible for facilitating a focused, engaging and structured environment for the Call Team. You will have the ability to help team members reach their goals and encourage prospective students. In addition to interacting with prospective students through various forms of communication, primarily phone and e-mail, the Call Team Manager will oversee the Call Team members (reporting to the Assistant Director of Admissions) to ensure admissions goals and objectives are met. The call team representatives are an extension of the Office of Admissions and play a vital role. The Call Team is responsible for assisting Admissions Counselors in building strong, sustainable relationships with potential Warner Pacific students and their families.

Specific responsibilities will include, but are not limited to:

1. Oversee Call Team members
  - a. Manage productivity of Call Team members
  - b. Ensure desired calls are handled in a professional, polite and timely manner
  - c. Report feedback to Assistant Director of Admissions to ensure/enhance the success of Call Team, including weekly reports
  - d. Encourage and motivate Call Team members by providing them with consistent feedback
  - e. Ensure members accurately maintain database records
2. Call prospective students
  - a. Support Admissions Counselors in building relationships with prospective students via phone calling and e-mail
  - b. Present the benefits of Warner Pacific to potential students
  - c. Accurately answer questions concerning Warner Pacific
  - d. Gauge/qualify student interest in Warner Pacific; encourage them to apply as appropriate
  - e. Keep prospective students informed of events and college fairs
  - f. Meet and exceed specified goals and expectations
3. Maintain database records
  - a. Confirm, edit and maintain accurate data on prospective students in GoldMine
  - b. Create and maintain accurate notes on student records, including any requests

## COMPENSATION

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Begins at Minimum Wage

## HOURS

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Three evenings a week – 3 hours per night (in addition, may be required to arrive 30 minutes early for setup); additional 1-2 hours each week for Call Team planning during the day, specific times will be determined; participate in events and meetings as assigned, including select weekend events

## CONTACT

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Nick Poindexter  
Assistant Director of Admissions  
503.517.1128  
npindexter@warnerpacific.edu

*\*Qualified applicants will be contacted for interviews. A résumé is encouraged, but not required.*

# Office of Enrollment Management

## Application for Call Team

INSTRUCTIONS: Please answer all questions to the best of your ability. Items that do not apply to you should be noted "Not Applicable" or "N.A." in the appropriate space. Information contained herein will be kept in confidence. Please submit completed form to Nick Poindexter in Admissions. Questions can be emailed to [npindexter@warnerpacfic.edu](mailto:npindexter@warnerpacfic.edu).

WPC Credits completed as of

\_\_\_\_\_ May 2016

\_\_\_\_\_ GPA as of May 2016

Date Submitted \_\_\_\_\_

Name: \_\_\_\_\_ Major: \_\_\_\_\_

Address: \_\_\_\_\_  
Street City, State Zip

Cell Phone: \_\_\_\_\_ Other: \_\_\_\_\_

Email: \_\_\_\_\_ WPC Box Number: \_\_\_\_\_

What dollar amount of work study funds are you eligible for the 2016-2017 school term? \_\_\_\_\_

Do you plan to use your work study funds for additional positions during the '16/'17 school year? Yes / No

Areas of Involvement for 2016-2017 academic year (please list all on/off campus employment, athletics, volunteer, service, etc)

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1. Why would you like to be a part of the Office of Enrollment Management?

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2. Give specific examples of what is appealing to you about Call team:

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3. What past or current experience or education may be helpful in carrying out your duties?

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Warner Pacific College operates in accordance with the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Title IX of the Education Act of 1975, and the Family Rights and Privacy Act of 1974. These acts, as amended, prohibit discrimination on the basis of age, race, color, sex, national or ethnic origin or physical handicap and provide for secure handling of all personal and educational records and materials. No question on this application is intended to secure information to be used for such discrimination. Warner Pacific College is an Equal Opportunity Employer.