



CHAT TEAM MEMBER

Chat Team is a part of the admissions team and helps recruit our next freshman and transfer class.

Chat Team are current, degree seeking undergraduate students who reach out to prospective students to foster relationships and share information about upcoming admissions events, campus tours, missing application materials, new student orientation sessions, and how they love being an HCU Husky!

Ideal candidates are individuals who are self-motivated and are able to work efficiently in a busy environment. It is important this person is not easily distracted and can take the initiative to make quality phone calls while meeting shift quota.

Candidates will follow a script but also a 'storyteller' of HCU who can articulate student life experiences.

Bi-lingual students are always needed, but this is not a requirement of the job.

Job Description:

- Make outbound calls to recruit prospective students from the point of inquiry to matriculation.

- Each night work toward making 25 or more completed calls or over 100 attempted calls with prospective students and writing thorough notes for the admissions counselors.

- Becoming very familiar with the Banner and/or Slate software to be as efficient and knowledgeable as possible when making calls.

- Follow up with any situations that may require additional information or help from an Admissions professional staff member.

- Seek to consistently expand knowledge of university academic and co-curricular programs to be able to counsel students within their area of interest and provide correct information regarding such areas.

- Complete all other assignments given by the Assistant Director of Admissions and Recruitment or her designee.

Qualifications:

Must be a full-time, undergraduate, degree-seeking student at HCU.

Maintain a 2.5 GPA cumulative GPA or higher