**STC Graduate Assistant**

**Position Description**

1. Assist the Program Manager in the management of the Student Telecounseling Program.
	1. Create campaigns and determine calling needs each week for STC Leads.
		1. Update calling campaigns calendar and STC calendar.
	2. Send follow-up campaign phone call comments to designated manager.
	3. Quality Control and evaluation of STC Calls.
	4. Special Request & Call Backs of STC.
	5. Oversee staff during calling shifts.
	6. Schedule and conduct interviews and assist with the training of new STC staff.
		1. Schedule techannounce posts and post on RRSEC website.
	7. Update monthly reports and keep up with the production timeline.
	8. Assist in conducting staff meetings.
		1. Determine staff meeting topics (i.e. choosing an academic college for the week, deadline reminders, important information, etc.).
		2. Make staff meeting PowerPoint and, when requested, the agenda.
		3. Schedule and conduct any make-up staff meetings.
	9. Provide additional coverage for STC Leads when needed.
2. Assist the Program Manager with training and implementation of current CRM protocols.
	1. Be able to provide Introductory TargetX Training to Student Telecounseling staff and other staff as needed.
	2. Learn and understand CRM protocols and be able to teach other staff.
	3. Know how to create reports/dashboards and edit contact views.
3. Assist the Program Manager with the development and preparation of training for Undergraduate Admissions staff.
	1. Maintain and update the new employee training binder as needed.
	2. Provide additional support and assistance with the training schedule for new staff.
4. Supervise the completion of data entry of recruitment inquiry cards.
	1. Maintain a tracker that logs arrival, completion and import of cards.
	2. Seek additional support during heavy recruitment season.
5. Manage and Assist daytime student staff.
6. Assist the program manager with other duties as needed.
7. Assist the department with recruitment events as needed.
8. Assist the processing department with the inbound call center and cases as needed.
9. Assist the department with other duties as needed.