**Telephone Solicitor Lead 2**

Telephone Solicitor, under general supervision, duties may include, but are not limited to:

* Contacting alumni and friends of the University to solicit funds, gifts, and/or services.
* Contacting future students and families about admissions, orientation, financial aid and other onboarding functions.
* Responsible for verifying information and completing report forms on calls made and the results obtained. Data will be entered into the student system and texting system.
* Researching for telephone numbers or contact information.
* Text students through a texting service about admissions, orientation, financial aid and other functions.
* Applicants must be available for afternoon and evening hours during the work week, Monday through Friday.
* Performing other related duties as assigned or required.
* Handle difficult questions and situations that come through the call center.
* Run reports in CRM, Slate, pull quires on number of texts and calls made.

Required Qualifications:

Applicants must have excellent customer service and people skills and be able to remain tactful.

Applicants must have a professional demeanor and the ability to effectively communicate with a diverse population via phone, in person, or electronic communications.

Applicant must be able to work with others at all levels, have a professional demeanor, excellent interpersonal skills, strong communication skills, and emotional intelligence.

Applicant must be able to manage conflict, collaborate and work effectively both independently and as a member of a team.

Preferred

Experience working as a team as a lead.

Experience working with CRM, Slate, or running reports.

**Student employees are subject to EWU’s employment Policies and Procedures and the EWU Student Code of Conduct. As a student employee, you are expected to adhere to both. Please be advised that violations of the EWU Student Code of Conduct may affect your employment on campus, even if the conduct occurs beyond the scope of your job responsibilities.**

**All new employees must comply with EWU immunization Policy 602-02 and provide proof of immunity or vaccination to MMR and proof they are fully vaccinated before beginning work at EWU. Waivers for the immunization requirements are available for medical or sincerely held religious beliefs.**

**This position, during the course of university employment will be involved in the receipt of, or accountability for, university funds or other items of value; as well as the unsupervised access with the developmentally disabled, vulnerable adults or children under the age of 16. The offer of employment is contingent upon successful completion and passing of a background check prior to beginning employment.**

**Range B**