

**2017-2018 Telemarketer  
Position Overview****FRESNO STATE**

University Courtyard

**Application Deadline: Monday, October 9th at 5pm. Return to the Atrium Front Desk****Job Description**

Telemarketers are responsible for contacting current and prospective residents with information about living on-campus, as well as assist them with completing and submitting the on-campus living application packet.

Telemarketers are under the direct supervision of the Marketing and Summer Conference Coordinator.

**Minimum Qualifications**

- Be an enrolled student at Fresno State in good financial and disciplinary standing.
- Have strong communications skills.

**Preferred Qualifications**

- Experience with sales over the telephone.
- Experience with customer service.
- Be a current University Courtyard resident in good financial and disciplinary standing.
- Basic computer skills

**Expectations**

- Work cooperatively as part of the Telemarketing team.
- Ability to arrive on time and work all scheduled shifts from November 6<sup>th</sup> – End Date TBD (Position ends once all calls are made, estimated to be March 30, 2018). All shifts are in the evening during the school week from 5:00pm-9:00pm, except during Thanksgiving Break, Winter Break and Spring Recess. Hours during these periods are optional.
- Read and completely understand the 2018-2019 On-Campus Living Application, University Courtyard Student Handbook and Weekly Planner, and other written materials as provided.
- Demonstrate exceptional interpersonal communication and public relations skills.
- Fulfill responsibilities of position description and stated job expectations of supervisors.
- Behave in a professional, businesslike manner during work whether or not a supervisor is present.
- Uphold California State University, Fresno Association, Inc. policies as stated in the University Courtyard Student Handbook.
- Uphold California State University, Fresno Association, Inc. policies as stated in the Employee Handbook.
- Uphold University Courtyard integrity standards.

## **Primary Responsibilities**

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- Telephone prospective residents as assigned
- When discussing on-campus living with prospective residents:
  - Use provided telemarketing script(s).
  - Use the 2018-2019 On-Campus Living Application, University Courtyard Student Handbook and Weekly Planner and other related materials as reference guides.
  - Respond to questions correctly and positively.
  - Represent the on-campus living experience and the university in a positive manner.
  - Encourage prospective residents to choose on-campus living.
- Complete all required supporting documents accurately.
- Use computer to record calls and statistics accurately.
- Be on-time and work all scheduled shifts.
- When you are in the housing office making telephone calls:
  - Only use the office telephones for designated telephone calls.
  - Respect the work area you have been assigned and leave it as you found it.

## **Secondary Responsibilities**

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- Assist with several Marketing events including Resident Appreciation Day and University Preview Day.
- Assume additional responsibilities as identified by the Marketing and Summer Conference Coordinator or the Telemarketing Supervisor.

## **Compensation**

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\$10.50 per hour (minimum wage). If selected for this position, you will need to show proof of eligibility to work in the United States (Social Security card or international work permit card) and photo ID (California Driver's License or Passport) prior to beginning the position.

*Remove this coversheet before submitting your application*

**Personal Information:**

Name: \_\_\_\_\_ Fresno State ID#: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

Major: \_\_\_\_\_ No. College Units Completed as of May/2017 \_\_\_\_\_ Cumulative GPA \_\_\_\_\_

**Permanent Address:**

Street Address	Apt/Suite
City	State
	Zip Code

**Local/On Campus Address:**

*Check this box if your Local/On Campus Address is the same as your Permanent Address.*

Street Address	Apt/Suite
City	State
	Zip Code

1. Have you ever been employed at Fresno State or University Courtyard? (Circle One)

YES

NO

If yes, list the position(s) held and date(s) of employment:

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2. List other previous employers, including any volunteer hours, and briefly describe the type of work performed:

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3. Are you bilingual? (Circle One)

YES

NO

If yes, list the language(s) you are fluent in:

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4. Briefly describe any customer service experience you have provided in previous volunteer or paid positions:

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5. Briefly describe any telemarketing or business telephone experience you have had in previous volunteer or paid positions:

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6. If selected for this position, briefly explain how you would present on-campus living in a positive manner to the prospective and current residents you would be calling:

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7. What qualities or skills do you have that make you the best candidate for this position?

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## Scheduling

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Are you available to work throughout the weeks of November 2017 – March 2018 (Circle one)?

YES

NO

Please indicate your evening **availability** (Circle all that apply)

Monday  
5-9pm

Tuesday  
5-9pm

Wednesday  
5-9pm

Thursday  
5-9pm

Explain any conflicts or special situations:

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**On a separate sheet of paper, please provide your Fall 2017 class schedule**

I certify that the information provided in this application is true and correct to the best of my knowledge.

**Applicant Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Return the completed application to the Atrium Customer Service Desk, or mail to:  
University Courtyard 5152 N. Barton Avenue M/S RH 82 Fresno, CA 93740-8013**

**Applications will be accepted until Monday, October 9<sup>th</sup> at 5pm.**

If you have any questions please contact the Marketing and Summer Conference Coordinator,  
Aimee Caneva, at [acaneva@csufresno.edu](mailto:acaneva@csufresno.edu).