



## **Shenandoah University - Office of Admissions**

### **Position: Recruitment Services Specialist**

Under the supervision of the Coordinator for Recruitment Services, the Recruitment Services Specialist will be responsible for the day-to-day management of the Hornet Ambassador program. The primary role of the Recruitment Services Specialist is to provide support for program implementation and develop materials to enhance success of the Hornet Ambassador program. This employee will also be responsible for special projects as assigned by the supervisor. The Recruitment Services Specialist must demonstrate professionalism, engagement, enthusiasm, initiative, a positive attitude, and serve as a positive representative of the university.

#### **Responsibilities include, but are not limited to:**

1. Scheduling student participation in daily tours, Admissions events, and monthly meetings. Ensure a high level of communication with Ambassadors through the use of electronic resources, including email, Google calendar, Facebook, and mobile communication apps.
2. With the use of excellent communication skills, both electronically and in person, create a community for Hornet Ambassadors that strengthens awareness of the program across campus.
3. Assist with the execution of the Hornet Ambassador training program, including supervision of training meetings, maintenance of the training log, and implementation of regular re-training for Ambassadors.
4. Providing quality tours of main campus when student volunteers are not available, and assisting with summer visitors as necessary.
5. Research Best Practices in Student Ambassador programs; prepare reports of findings in a format that is readily accessible as a resource for program development and continuous improvement.
6. Enthusiastically and professionally representing the university while participating in and assisting with on-campus recruitment activities.
7. Using computerized software applications to perform specific tasks related to assigned projects. These include, but are not limited to: Microsoft Suite (Word, Excel), Google Suite (Docs, Sheets, Slides), various Admissions software programs, as well as university databases.
8. Revising and updating program literature. Maintaining databases that track program participation (e.g. Hornet Ambassador Roster and Hornet Ambassador Participation Log.)
9. Other relevant tasks and projects, as assigned by the supervisor.

#### **Requirements:**

- Current Shenandoah University student, senior or graduate student classification preferred.
- Strong interpersonal skills, including written, oral, and non-verbal communication.
- Excellent writing and public speaking skills.
- Strong organizational skills; attention to detail.
- Ability to work independently and efficiently.
- Willingness to work nights and weekends as needed.
- Ability to identify and implement solutions to unexpected workplace challenges.