



Office of Admissions – Operations Team

Graduate Student Position: Admissions Operations Events Assistant

The Office of Admissions, Operations team is seeking a graduate student employee for the position of Admissions Operations Events Assistant. Outstanding attention to details, as well as written and verbal communication skills are essential, as is the ability to work self-sufficiently with a creative approach to project-based work. The position will require the student to manage projects; create and code event details in our Admissions CRM; collaborate with multiple people on our team and compile admissions reports; work precisely in various admissions and recruitment software and CRM environments; prepare and assist in executing recruitment events; employ high attention to details; schedule and train student employees; and complete other duties and projects as assigned.

Job responsibilities include, but not limited to:

1. Collaborate with the Admissions Operations team to gather monthly admissions operations statistics and compile admissions operations reports.
2. Create, code and edit events and event details in our admissions systems.
3. Assist in planning and executing campus events; enthusiastically interacting with Shenandoah campus partners, prospective students and families, and outside vendors.
4. Using Microsoft and Mac environments, including Word and Excel, and utilizing various admissions technologies, to precisely create and edit admissions events and messaging, maintain student records, and communicate with prospective families.
5. Schedule, coordinate and train student employees for events and assignments.
6. Respond to prospective students and parents, by email, text, and phone.
7. Seek to consistently expand knowledge of Shenandoah programs, services and Admissions processes in order to provide accurate information, precise event set-up and execution, and exceptional customer service to prospective students and parents.
8. Complete all other assignments given by supervisor including data entry and preparation of travel recruitment materials.
9. Work 20 hours per week for the 2021-22 academic year, reporting to the Executive Director of Admissions Operations and the Assistant Director for Admissions Events.

Qualifications

1. Bachelor's degree.
2. Working knowledge of various Microsoft and Mac/Apple environments.
3. Demonstration of strong organizational skills and ability to show attention to detail.
4. Demonstration of strong written and interpersonal skills.

5. Ability to multi-task, work autonomously and with a team.
6. Ability to perform data analysis using available tools and reports, including Facebook Insights and Analytics and institutional reports, for data-driven reporting.
7. The ability and willingness to work until projects and tasks are completed thoroughly and successfully is essential.