



## **Shenandoah University**

### **Office of Admissions**

Position Title: Graduate Assistant: On-Campus Experience Assistant

Reports to: Senior Visits Coordinator  
and Assistant Director for On-Campus Experience

The Office of Admissions, Operations team is seeking a graduate student employee for the position of On-Campus Experience Assistant. Outstanding attention to details, written and verbal communication skills, and the ability to work self-sufficiently with a creative approach to project-based work are all essential. Under the direct supervision of the Senior Visits Coordinator, the position will require the student to manage projects in assistance with the coordination of Admissions tours and visits, including the management of the Hornet Ambassadors, SU's student tour guide and ambassador program.

Job responsibilities include, but are not limited to;

- Act as second in command at the Admissions Welcome Center Front Desk
  - Maintain admissions emails; answering inquiries, scheduling visits, or directing messaging to appropriate Admissions team members
  - Communicate with prospective students and families via email, phone, text messaging, and in-person in a welcoming and effective manner
  - With the oversight of the Senior Visits Coordinator, ensure that prospective student visit schedules are planned accordingly for Daily, Saturday, and Accepted student visits, including arranging visit logistics with facilities, physical plant, faculty, and campus partners
  - Training and supervision of Front Desk student employees
  - Maintain Front Desk office and hospitality supplies
- Interview, train, and coordinate Hornet Ambassadors
  - Ensure campus visits and events are staffed with tour guides
  - Coordinate and manage the tour schedule in Sign-Up Genius and Google Calendar
  - Communications to Hornet Ambassadors via email, GroupMe, and other means of team communication
  - Create and send monthly newsletter
  - Oversee regular training and meetings
  - Coordination and oversight of Hornet Ambassador mentorship and bonding
  - Maintain Hornet Ambassador social medias



- Arranging and maintaining Hornet Ambassador supplies, including but not limited to headsets, t-shirts, end of year gifts, etc.
- Give tours when needed
- Create and update tour routes for ADA accessibility, inclement weather, and specialized programs/ facilities
- Assist in preparation and execution of Admissions recruitment events as needed
- Enthusiastically interact with Shenandoah campus partners, prospective students and families, and outside vendors
- Use Google Apps, Microsoft, and Mac technologies in daily work
- Utilizing various admissions technologies, to precisely create and edit admissions events and messaging, maintain student records, and communicate with prospective families.
- Seek to consistently expand knowledge of Shenandoah programs, services and Admissions processes in order to provide accurate information
- Exceptional customer service to prospective students and parents
- Work 20 hours per week for the 2024-2025 academic year, reporting to the Assistant Director for On-Campus experience and the Senior Visits Coordinator

#### Qualifications

- Bachelor's degree.
- Working knowledge of various Microsoft and Mac/Apple environments.
- Demonstration of strong organizational skills and ability to show attention to detail.
- Demonstration of strong written and interpersonal skills.
- Ability to multitask, work autonomously, and with a team.
- The ability and willingness to work until projects and tasks are completed thoroughly and successfully is essential