



Shenandoah University
Office of Admissions

Position Title: Graduate Assistant: College Outreach & On-Campus Experience
Reports to: Director of College Outreach
and Senior Assistant Director for On-Campus Experience

The Office of Admissions is seeking a graduate student employee for the position of College Outreach and On-Campus Experience Assistant. The position will require the student to manage projects associated with recruitment events, document details in our Slate Admissions CRM, collaborate with multiple people on the Admissions team and across the university, work precisely in various admissions and recruitment software and CRM environments, prepare and assist in executing recruitment events, schedule and train student employees, and complete other duties and projects as assigned. Outstanding attention to detail, written and verbal communication skills, and the ability to work self-sufficiently with a creative approach to project-based work are all essential.

Job responsibilities include, but are not limited to;

- Assist in the preparation and execution of Admissions recruitment events as needed
- Enthusiastically interact with Shenandoah campus partners, prospective students and families, and outside vendors
- Provide exceptional customer service to prospective students and parents
- 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.
- Assist with Welcome Center Front Desk daily duties and give tours when needed.
- Seek to consistently expand knowledge of Shenandoah programs, services, and Admissions processes to provide accurate information
- Complete weekly call campaigns to increase event registrations and application submissions.
- Assist in outreach to transfer and graduate inquiries via email, text, and phone, including daily morning organization of shared email accounts.
- Schedule, coordinate, and train student employees and develop long-term training documents, including written and digital, such as screen-recorded actions with audio walkthroughs.

- Check daily and weekly tasks in Admissions CRM to assist with transfer and graduate application completion.
- Conduct research projects to assist in improving and developing admissions processes.
- Complete all other assignments given by the supervisor, including data entry and preparation of event materials.
- Work 20 hours per week each awarded semester (position is offered for one semester with the potential for renewal in subsequent semesters), reporting to the Director of College Outreach and Senior Assistant Director for On-Campus Experience.

Qualifications

- Bachelor's degree. Current enrollment in an SU Graduate Program.
- Working knowledge of various Microsoft, Google 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