Job Description

Position Title: Campus Visit Coordinator
Department: Office of Recruitment and Admission
Reports To: Dean of Recruitment and Admission
FLSA Designation: □ Salaried/Exempt □ Salaried/Non-Exempt □ Hourly/Non-Exempt
Bargaining Unit Position:
Date Written/Revised: 04-05-2017

POSITION SUMMARY: Coordination of the Campus Tours and Ambassador Program

Provide direct supervision to the Ambassador Tour Program. Hire, train, assign and review work; develop performance goals and assess performance. Assign work schedules to ensure proper coverage of all campus visitation needs and support of all on campus office of admissions programming as well as select off-campus recruitment events.

ESSENTIAL FUNCTIONS:

Coordinate and schedule all daily campus visits, tours, and meetings for prospective students as well as groups. This will include proper and timely communication with guests, the office and campus, maintenance of the registration process, staffing, room reservations, the creation of special agendas and campus collaboration.

Assist with the coordination of admissions sponsored campus special events. This will include but is not limited to the Unveiling the Fisk Experience days and The Rise of the Talented Tenth Yield Program. The visit coordinator is responsible for the program creation & implementation, proper communication with guests, the office and campus, maintenance of the registration process, staffing, room reservations, and general event planning.

ASSESSMENT:

Maintains statistics of daily visitors to Fisk University. Compiles information into monthly, quarterly and annual reports. Responsible for assessment efforts and for compiling and reviewing program evaluations. Suggests and
implements any changes necessary as a result of program assessments and evaluations.

SECONDARY FUNCTIONS:

Build and maintain relationships with colleagues across campus. Work collaboratively with other units, as appropriate, to support student services, enrollment and retention at the University. Participate in trainings, meetings, committees and other duties as assigned to support the Office of Admissions and Division of Enrollment and Student Engagement Office.

SPECIFIC JOB KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of standard office practices and procedures, including filing.
- Ability to be discrete in handling confidential matters, while complying with FERPA regulations.
- Ability to manage a budget and resources and provide the necessary reports.
- Ability to develop goals and objectives, assess, and provide periodic assessment reports.
- Knowledge of rules, standards, regulations and laws regarding student records.
- Ability to work independently and efficiently to meet deadlines with minimum supervision.
- Ability to maintain a professional appearance and office atmosphere.
- Ability to provide and demonstrate excellent customer service.
- Ability to plan, prioritize tasks and meet deadlines while working on multiple tasks.
- Proficiency with an integrated administrative system and current software programs.
- Fundamental knowledge of data retrieval.
- Ability to make procedural decisions and judgments.
- Ability to develop, plan, implement, and evaluate programs and short- and long-range goals.
- Ability to follow University and Recruitment and Admission Office procedures.
- Ability to use discretion in handling confidential matters.
- Skill in budget preparation, fiscal management, and utilizing resources.
QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education:

Bachelor's from four-year college/university; or 1 to 2 years related experience and/or training; or equivalent combination of education and experience - preferably in higher education.

Experience:

Previous experience coordinating and/or supervising special events preferred.

Previous supervisory experience preferred

Licenses or Certificates: N/A

Additional Requirements: A background and/or credit check will be required of the successful applicant. An official transcript (if applicable) and names, addresses and phone numbers of three (3) references will be required of the successful applicant.