

JOB TITLE: Visit Experience Specialist

LOCATION: University Visitors Center, 210 South College Avenue Newark, DE 19711

DEPARTMENT: Office of Undergraduate Admissions

COLLEGE/ADMIN OFFICE: Division of Enrollment Management

CONTEXT OF THE JOB:

The Office of Undergraduate Admissions is responsible for the recruitment of domestic and international undergraduate and transfer students. We receive approximately 40,000 freshman and transfer applications per year, host over 50,000 guests annually for campus tours and admissions events, with various other programming for on-campus, off-campus, and virtual recruitment. Under the supervision of the Director of Campus Relations and Visit Experience, the Visit Experience Specialist will conduct a range of presentations, data analysis, and hospitality relations to support the Visit Experience Team.

MAJOR RESPONSIBILITIES:

- Facilitate daily admissions presentations to prospective and admitted undergraduate students and guests for 30 to 250 people; including but not limited to in-state students, out of state students, non-traditional students
- Support on-campus visit and event programs by greeting guests for presentations and tours, assisting with check-in, providing directions around campus, and ensuring a welcoming, positive experience
- Utilize Slate CRM to conduct trend analysis of data and survey feedback
- Research and benchmark best practices
- Handle basic customer service needs and questions, and/or refer guests to the appropriate Admissions representative

QUALIFICATIONS:

- Bachelor's Degree from an accredited institution
- Strong presentation skills required
- Strong customer service and active listening skills
- Excellent verbal and written communication skills required
- Ability to handle basic customer service problems and requests adeptly
- Attention to detail and time management
- Demonstrated ability to be proactive and appropriately reactive to situations
- Ability to multitask, work independently and as a team member to achieve common goals, and to exercise sound judgment
- Ability to communicate effectively and interact well with people of all ages and diverse backgrounds
- Ability to work effectively and respectfully with people of diverse ages and cultural backgrounds

HOURS: This is a part-time, in-person position with no University of Delaware benefits. The schedule is up to 20 hours per week, Mondays, Wednesdays, Fridays from 8:30am-1:30pm; Tuesdays, Thursdays from 11am-1:30pm from September through May. Hours, especially in between semester breaks, may be adjusted slightly upon discussion.

COMPENSATION: \$16-17 per hour, depending on experience

HOW TO APPLY:

Please send resume, cover letter, and two references to Krystal Santos, Director, Strategic Planning at Krystals@udel.edu. Virtual interviews will begin in August.