



JOB TITLE: Campus Visit Coordinator
DEPARTMENT: Enrollment
SUPERVISOR: Enrollment Engagement Manager
FLSA STATUS: Part Time, Non Exempt

MAJOR PURPOSE

The Campus Visit Coordinator serves Jessup University with customer excellence while supporting the Enrollment Department. The representative assists in the daily operation of the Enrollment office by supporting the execution of campus visits and enrollment events. This position also ensures that all visitors are greeted in an expeditious and friendly manner. The coordinator assists in daily tasks relating to the Enrollment department as needed.

Normal working hours average 29 hours per week with a schedule established M-F between the hours of 8 a.m. and 6 p.m. There may be occasional evening or weekend events, which will be pre-planned. This is a fully on site position, with some remote work available.

The pay range for this position is generally: \$20-\$23 per hour. Individual pay is generally determined by a number of factors including job-related skills, experience, relevant education or training and location.

Visit Coordination and Planning

- Designs and schedules customized visit experiences for groups and individuals
- Ensures visit requests receive prompt and courteous responses, resulting in a successful campus visit
- Communicates and collaborates with other departments on campus to coordinate visits for prospective students and schedule event-related appointments
- Manages visits in CRM, and oversees visit calendar and executes all details of visit administration, including recording event details in CRM

Inventory Management and Collaboration

- In partnership with the operations and Marketing teams, manages swag inventory and ordering. Works with the stitch-in vendor to ensure they always have the ability to pull product without running out

Customer Service and General Support

- As assigned, provides positive, prompt, and professional customer service for telephone and visit reception and campus visit email
- Escalates issues when appropriate
- Provides general events support
- Completes data entry projects; updates records as needed
- Performs other duties as assigned

QUALIFICATIONS

Education

- College degree preferred

Knowledge/Experience

- Familiar with Google Workspace
- Familiarity with Salesforce CRM, Canva a plus
- Customer experience experience is a plus;
- Supervisory experience is a plus;

Skills/Abilities

- Excellent organization skills with attention to accuracy and detail;
- Strong ability to maintain confidentiality;
- High level of professionalism; stays calm under pressure;
- Strong problem solving skills using critical thinking approach;
- Demonstrates excellent self leadership and follows department guidelines;
- Works collaboratively with others and contributes to a healthy team culture;
- Strong interpersonal communication skills to interact with students, faculty, other University departments, and the general public;
- Ability to maintain focus and stay busy with minimal supervision;

WORKING ENVIRONMENT

The employee agrees to promote the values and mission of William Jessup University as a private Christ-centered University and live a life consistent with biblical principles. The employee shall conduct himself/herself in a manner consistent with the Community Covenant and Statement of Faith. Additionally, the employee may play a formative role in the spiritual lives of students in a manner consistent with the Community Covenant and Statement of Faith. This may include leading devotions and/or spiritual formation groups and seeking other opportunities consistent with a biblical spiritual formation role.

WORKING CONDITIONS

The employee is regularly in a typical office environment with adequate light and moderate noise levels, and may occasionally be outside for campus tours. No hazardous or significantly unpleasant conditions. Air-conditioned buildings; tile, concrete and carpeted floors; adjustable workstation with ergonomic keyboard is provided.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

While performing the duties of this job, the employee is regularly required to talk or hear and frequently required to stand, walk, sit, and use hands to handle files, computers, and phones; reach with hands and arms; stoop, and kneel. Frequent and regular repetitive movements required using the wrists, hands, and/or fingers. The employee will occasionally lift and/or move up to 40 pounds. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The above statements and job description is intended to describe the nature and level of work being performed within this job. They are not intended to be an exhaustive list of all responsibilities, duties and tasks. Other similar or additional duties are to be performed or assigned. Job descriptions are not intended as and do not create employment contracts. William Jessup University maintains its status as an at-will employer. Employees may be terminated for any reason not prohibited by law.

I acknowledge I have reviewed the content of this job description and understand that if I have any physical limitations or require any reasonable accommodations in order to perform my job, I must immediately inform administration.

Employee Signature

Date