



# Monmouth COLLEGE®

## **DESCRIPTION, DUTIES, & EXPECTATIONS OF POSITION**

<b>POSITION TITLE:</b>	Assistant Manager of Campus Visits & Events
<b>PERSONNEL CLASSIFICATION:</b>	Exempt, Full-time
<b>DEPARTMENT:</b>	Admission
<b>POSITION SUPERVISOR:</b>	Manager, Campus Visits & Events
<b>DEPARTMENT HEAD:</b>	Vice President for Enrollment Management

**Function of Position:** Reporting to the Manager of Campus Visits & Events, the Assistant Manager of Campus Visits & Events is responsible for the planning and execution of the daily visit program, inclusive of individual/personalized visits, overnight visits and campus visits for prospective students and their families by serving as the point of contact for visitors before, during, and after both personalized visits and open house programs. This position requires strong interpersonal skills with a commitment to customer service. The individual must have strong organizational skills with the ability to adapt and be flexible. The incumbent must be a relationship builder who can easily encourage and develop partnerships across the campus community.

**Primary Duties and Responsibilities:** May include, but are not necessarily limited to the following:

- Under the direction of the Manager of Campus Visits & Events, leads the scheduling of visitor appointments, gathering information on student interests, and coordinating availability of faculty, coaches, admission counselors and Scot Ambassadors for campus tours.
- Manage availability of visit calendar and schedule and associated communications in enrollment management CRM software. Ensure the .edu website is always reflective of available times, that visit details are current and positioned in a way that encourages registration.
- Work collaboratively with the admission counseling staff to ensure a positive, seamless, and memorable experience for campus visitors.
- Develop and execute ongoing evaluation of the campus visit experience. Provide ongoing recommendations based on the evaluations to the Manager of Campus Visits & Events to continually improve the experience.
- Communicate with prospective students/parents and campus partners. Record interactions and enter appropriate details into CRM.
- Greet visitors and provides a welcoming “home base” while they are on campus.
- Resolves scheduling conflicts or other issues independently in a professional and timely manner.
- Oversee a group of student campus visit assistants and provides them work direction, training, and support. Work with the supervisor of our Scot Ambassadors (an Assistant Director of Admission) and with the Scot Ambassadors (tour guides) to best meet the needs of visitors.
- Answers phone calls from interested students and/or their family members. Provides friendly greeting, gives accurate information, and makes referrals to additional campus contacts for follow-up as needed.
- Prepares materials such as name tags, agendas, and information packets for campus visitors.
- Assists in planning large open houses and on-campus visit events.
- Assists in the execution of group visits (school groups, field trips, etc.).

(Assistant Manager of Campus Visits & Events 2.24.23)

- Provide travel planning and logistical support to the admission recruitment team.
- Maintain accurate inventory of marketing and promotional items needed for travel and campus visits and events.
- Update CRM with inquiry information gathered at visits, events or other inquiry gathering methods.
- Support Office of Admission budget management including tracking spending and submitting payment requests, invoices, and purchase orders
- Support the admission recruitment team during peak times throughout the admission cycle in tasks such as application review and funnel cultivation.

**Knowledge, skills, and abilities required:** To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

- Proven commitment to excellent customer service, or related experience.
- Strong organizational skills and attention to detail.
- Experience with enrollment management CRM software such as Technolutions Slate is preferred, not required.
- Demonstrated ability to think critically and initiate and implement projects independently.
- Knowledge of Monmouth College and all its programs and services.
- Strong communication skills across all channels.
- Demonstrated ability to work with a wide range of people and commitment to diversity.
- Knowledge or willingness and ability to learn Enrollment CRM to enhance recruitment tasks.
- Skill in effective communication and public presentations.
- Ability to work a varied schedule with flexible hours, including some nights and weekends.
- Ability to represent the office and the College in a professional manner.

**WORK RELATIONSHIPS:** Reports to the Manager of Campus Visits & Events, through the Director of Admission, to the Vice President for Enrollment Management. Works daily with other members of the Admission Office Staff. Frequent contact with prospective students and their parents, current students, staff, faculty, alumni, and persons outside the campus community.

**EDUCATION, EXPERIENCE, AND CERTIFICATION:** Bachelor's degree required.

**SKILLS, KNOWLEDGE, AND ABILITIES:** Demonstrated ability to plan, implement and evaluate complex tasks and procedures. Excellent organization, communication, and supervision skills. Willingness and ability to work effectively with all campus and associated constituencies. Willingness and ability to travel extensively. Valid driver's license and satisfactory driving record. Ability to maintain confidentiality.

**GENERAL EXPECTATIONS OF POSITION:** Work effectively and collaboratively with supervisor, colleagues, college partners, and students. Conduct is expected to be professional and courteous. Duties and responsibilities are to be conducted in a manner that promotes and is consistent with the intrinsic goals of Monmouth College. Regular attendance at work is an essential function of the job. All requirements are subject to change, with modifications made to accommodate individuals with disabilities.

**ADDITIONS, AMENDMENTS, AND DELETIONS:** The whole or any portion of this description may be added to, amended, or deleted at any time by the position supervisor, department, Human Resources, or the President.