Position: Visit Assistant for Admissions  
Reports to: Asst/Assoc Director of Visit Experiences  
Department: Admissions  
FSLA Status: Non-exempt

Scope: Reports to the Asst/Assoc Director of Visit Experiences and provides support for all daily visitor events as well as all on-campus recruitment and yield programs. The Visit Specialist is the first-line person for phone and in-person greeting of guests of the Admissions Office. Uses the online calendar to register prospective student visitors, maintains the master online calendars within the Admissions CRM, Slate as well as the Admission Staff Outlook Calendar, responds to the visits email and maintains the reception area and lobby to ensure a welcoming experience and positive impression for first-time and returning visitors.

Specific Responsibilities:

1. Assist the Asst/Assoc Director of Visit Experiences with preparations for all daily visitors, scheduling events for individual “Day at McDaniel” Experiences, and preparing for all on-campus recruitment and yield programs.  
   a. Organize tour groups and assign tour guides based on student interests and connections.  
   b. Confirm lunch hosts, escorts and group session locations.  
   c. Notify Asst/Assoc Director of Visit Experiences when the size of the group session requires a larger alternate location.  
   d. Assist with walk-in visitors by providing backup support for last minute changes to the schedule.

2. Utilize the Admissions CRM, Techolutions Slate, to enter prospective student information at the point of contact, register students for visits, assess event locations and assist families with admission deadlines, processes, and status updates.  
   a. Enter appropriate prospective data for new records, updating records, visit requests and phone calls.  
   b. Maintain the online calendar for tours, information sessions, interviews and “Day at McDaniel” visits.  
   c. Verify visit schedule and the type of visit requested based on the time of year and type of student.  
   d. Prepare the visitor “plan of the day” and print all visitor profiles for visiting students’ arrival.  
   e. Enter appropriate data related to each visitor during the check-in process.  
   f. Prepare for Saturday visits: tour guide reminders, visitor profile preparation and review of the visit process on following work day.  
   g. Assist Asst/Assoc Director of Visit Experiences with planning and preparation for group visits.  
   h. Maintain registrations and participant RSVPS for all on-campus programs: Fall Visit Days, Transfer Student Visit Days, Celebrate You, Dorsey Scholars Weekend, Scholars on the Hill, Admitted Student Days, Junior Visit Days and Summer Information Sessions, and assist the Asst/Assoc Director of Visit Experiences with the preparation for the check-in process.

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of supervisors to assign, direct, and control the work of employees under their supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.
3. First-line person to answer multi-line phone; assisting, screening and routing calls and voice mail messages.

4. Read, respond to and/or forward all emails received via the visits@mcdaniel.edu account on a daily basis. Check account several times each day to ensure a timely response and to assist in scheduling visits as efficiently as possible.

5. Assist with greeting visitors.
   a. Welcome, direct and assist staff with visitors.
   b. Notify appropriate Counselor of guest arrivals.
   c. Partner with Asst/Assoc Director of Visit Experiences to assist with walk-in visitors and changes needed for currently scheduled visitors.

   a. Monitor reception area to ensure that it is clean and attractive.
   b. Prepare daily “Welcome Screen” for expected visitors first thing each morning.
   c. Schedule weekly flower delivery and adjust when needed when office is closed.
   d. Maintain supply of brochures and flyers.
   e. Order and maintain coffee station supplies.
   f. Order and maintain water cooler bottles.
   g. Check and restock outside Brass Box packets.

7. Perform other duties as needed or required to support the function of the Admissions Office.
   a. Confirm and submit tour guide time sheets to Payroll.
   b. Assist in Open Houses, Admitted Student Days and other events.
   c. Assist with data entry and in-house mailings at peak times and when student workers are not available.
   d. Assist other Admissions Staff with projects and tasks.

Qualifications:

- High school or equivalent diploma required.
- Two years secretarial experience required (Bachelor’s degree accepted in lieu of secretarial experience).
- Admissions experience or previous work in a college setting is desired.
- Demonstrated experience and comfort with online systems, and specifically an online calendar system is essential.
- Excellent interpersonal, communication, organizational skills to maintain a professional and service-oriented demeanor. Must possess composure, tact, diplomacy, and discretion and be able to react quickly and calmly when last-minute changes occur.
- Excellent time management skills and the demonstrated ability to regain focus after interruptions.
- Working knowledge of general office equipment.
- Ability to anticipate and plan for cyclical activities.

Physical Characteristics:

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of supervisors to assign, direct, and control the work of employees under their supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.
This position requires sitting for long periods of time. This position does have some limited lifting involved but not more than 20 pounds at a time. Quite a bit of finger/hand dexterity is involved in regards to typing. The overall setting of the job is in an area conducive to a normal office environment with minimal exposure to adverse conditions.

TO APPLY
Please send a cover letter addressing position qualifications and related experience, resume, and the names and contact information of three professional references using the following link: http://www2.mcdaniel.edu/jobs/. Only applications submitted through this link will be accepted. Title of the position will be determined based on the level of admissions experience of the successful candidate. Review of candidates begins on June 3, 2016 and continues until the position is filled. The position is available beginning July 6, 2016.

McDaniel College, an equal opportunity employer, does not discriminate in the recruitment, admission, and employment of students, faculty, and staff in the operation of any of its educational programs and activities. McDaniel College will not tolerate any discrimination or harassment on basis of any protected status including race, religion, color, national origin, disability, age, sex, sexual orientation, pregnancy, military status, genetic information, marital status, veteran’s status or any other legally protected status.