



Job Specification

Job Title: Manager, Welcome Center
BCAT Code:315X BN
Pay Grade: G13

Effective Date: April 1, 2007
Revision Date: February 1, 2007
FLSA Status: Exempt

General Description

Develops and directs customized University tours for prospective student, parents, k-12 schools, legislators, prominent individuals (celebrities and their family) and special guests of the University President.

Examples of Duties

- Coordinates customizes tours with Student Housing, Financial Aid, Student Life and Development and the academic colleges.
- Ensures that staff is available to assist customers via phone or in person.
- Supervises one full-time and at least ten student assistants.
- Ensures proper training is provided to staff
- Provides professional assistance to those seeking information about the University.
- Develops printed information e.g. brochures, flyers, information packets and marketing materials.
- Supervises data input of visitor data into the Recruitment Plus software.
- Provides analysis of data to target recruitment efforts.
- Send handwritten correspondence to each individual thanking him or her for visiting the University.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities

- Knowledge of the different University departments.
- Ability to direct the work of others.
- Ability to communicate effectively both verbally and in writing.
- Effective organizational skills.
- Effective time management skills.
- Ability to deal with a diverse population.

Minimum GSU Hiring Standards

Bachelor's degree in a related field and two years of supervisory/managerial experience; or, a bachelor's degree and two years of related experience, or a combination of education and experience. Previous experience in recruitment effort in a college/university setting or public relations experience preferred.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.