



<b>Department:</b>	Office of Admissions
<b>Position:</b>	Graduate Assistant – Social Media & Student Callers
<b>Hours/Week:</b>	18-20 hours/week
<b>Contract Dates:</b>	August 1 – May 15
<b>Supervisor:</b>	Brittany Tierney
<b>Supervisor Contact:</b>	<a href="mailto:bmtierney@eiu.edu">bmtierney@eiu.edu</a> or 217-581-7520

### **Duties and Responsibilities:**

1. Provide highly effective admission counseling to prospective students and families in person and through telecounseling.
2. Responsible for all Office of Admissions social media accounts. This position understands the enrollment process and is able to effectively and creatively connect with prospective students, families, and external agencies via our social media platforms.
3. Oversee the day-to-day operations of our Admissions Student Workers, especially our student callers. This includes being responsible for scheduling callers, working evening shifts to supervise, and setting expectations.
4. Training our student workers is another responsibility of this position.
5. Interpret admissions policies and enrollment procedures and effectively communicate the core benefits of EIU during informational presentations to visitors and through participation on-campus events.
6. Provide superior follow up communication to external stakeholders, including prospective students, counselors, faculty, and staff, via myeiu, phone calls, sms messaging, and emails.
7. Complete other duties as assigned by your supervisor and/or the Associate Director or Director of Admissions, including assisting with #FuturePanther Tailgate, Honors Visit Day, Open Houses, Admitted Student Days, etc. Data should be tracked for each duty and timely analysis reports presented.
8. Exhibit outstanding customer service at all time with both internal and external stakeholders, including EIU colleagues, administrators, staff, and prospective students.
9. Attend staff meetings and recruiter meetings and participate in office initiatives with a willing and team-oriented attitude.
10. Research best practices and new practices within the Admissions field relating to recruitment of new freshmen and transfer students.
11. Demonstrate the ability to embrace change and operate professionally within a changing work environment.
12. Work occasional nights and weekends.

**Special Qualifications:**

- Strong interpersonal and communication skills
- Ability to communicate effectively in writing
- Ability to problem solve