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## Auburn University Job Description

Job Title: **Coord, Campus Tours**

Job Family: No Family

Job Code: **AD41**

Grade 30 \$28,000 - \$46,700

FLSA status: Exempt

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### Job Summary

Coordinates and assists in all aspects of the Campus Tour program within Enrollment Services for prospective students and to enhance the image and mission of the University.

### Essential Functions

1. Oversees the coordination of all facets of the daily operations of campus tours to include inputting campus tour data into Banner, making sure the visitor amount is correct, and compiles data and prepares reports for higher-level administration.
2. Supervises front desk activities by overseeing students who assist in greeting all visitors, answering phone calls and questions, maintaining documents, and ensuring the supply of office documents.
3. Analyzes campus visit feedback and advises higher-level administration on opportunities for enhancements and adjustments.
4. Collaborates with campus partners in the planning and execution of events for various units on campus to enhance the reputation, scope, and influence of the University.
5. Oversees and coordinates Undergraduate Admissions communication efforts with prospective students and parents as related to the campus tour experience.
6. Develops and implements new processes as dictated by changes in University policies, procedures, and regulations.
7. Performs other related duties as assigned by supervisor.

### Supervisory Responsibility

May supervise employees but supervision is not the main focus of the job.

*The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.*

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### Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
<b>Education</b>	Four-year college degree	General
<b>Experience (yrs.)</b>	3	Experience in campus visit processes, admissions, and customer service.

#### **Substitutions allowed for Education:**

Indicated education is required; no substitutions allowed.

#### **Substitutions allowed for Experience:**

Indicated experience is required; no substitutions allowed.

#### **Minimum Required Knowledge**

Knowledge of Auburn University campus visit processes.

#### **Certification or Licensure Requirements**

None required.

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### Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires sitting, reaching, talking, hearing, handling objects with hands, .

Job occasionally requires standing, walking, climbing or balancing, stooping/kneeling/crouching/crawling, and lifting up to 25 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 8/9/2019

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