

JOB INFORMATION

Job Code	AD81
Job Description Title	Personalized Visits Specialist
Pay Grade	SR06
Range Minimum	\$36,890
33rd %	\$43,040
Range Midpoint	\$46,110
67th %	\$49,180
Range Maximum	\$55,330
Exemption Status	Exempt
Approved Date:	4/3/2026 12:02:36 PM

JOB FAMILY AND FUNCTION

Job Family:	Student Resources
Job Function:	Admissions & Recruitment

JOB SUMMARY

The Personalized Visits Specialist coordinates and delivers individualized campus visit experiences for prospective students and their families, serving as a public facing representative of Undergraduate Admissions. This role focuses on operational excellence, direct student engagement, and consistent delivery of the core Personalized Visit experience.

RESPONSIBILITIES

- Executes individualized campus visit experiences for prospective students and families in accordance with established Personalized Visits program guidelines.
- Coordinates visit logistics by implementing predefined itineraries, schedules, and campus connections, ensuring accurate and timely day-of execution.
- Communicates with faculty, staff, and current students to facilitate scheduled visit components and enhance the visit experience.
- Provides admissions information to prospective students and families related to application processes, scholarships, academic programs, and campus resources in alignment with Undergraduate Admissions guidance.
- Maintains accurate visit records, billing documentation, and inventory tracking in designated systems in accordance with departmental procedures.
- Participates in admission recruitment activities by presenting informational sessions, assisting with events, phone, email, and walk-in inquiries related to visit scheduling and general admissions information.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	No supervisory responsibilities.
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MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience
Bachelor's Degree	in no specific discipline.	and	0 years of	experience in admissions processing, enrollment services, student recruiting, customer service or student-facing operations.

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of customer service principles applicable to student facing or public facing environments.
Knowledge of admissions or enrollment services sufficient to provide accurate information when following established policies and procedures.
Ability to communicate clearly and professionally with prospective students, families, faculty, staff, and campus partners in person, by phone, and in writing.
Ability to provide accurate admissions related information in accordance with established guidance and approved messaging.
Ability to coordinate multiple tasks and schedules while maintaining attention to detail and meeting deadlines.
Ability to follow established processes and visit plans to ensure consistent delivery of campus visit experiences.
Ability to maintain accurate records, documentation, and basic tracking information using designated systems.
Ability to work effectively as part of a team in a fast paced, service oriented environment.

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/Desired
DL NUMBER - Driver License, Valid and in State	in state.	Upon Hire	Required

REQUIRED PRE-EMPLOYMENT/ONGOING SCREENINGS

Motor Vehicle Record (MVR)

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other
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PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing				X		
Walking				X		
Sitting				X		
Lifting			X			25 lbs
Climbing			X			
Stooping/ Kneeling/ Crouching			X			
Reaching			X			
Talking				X		
Hearing				X		
Repetitive Motions				X		
Eye/Hand/Foot Coordination			X			

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold			X		
Extreme heat			X		
Humidity			X		
Wet			X		
Noise				X	
Hazards		X			
Temperature Change			X		
Atmospheric Conditions			X		
Vibration			X		

Vision Requirements:
No special vision requirements.

Travel Requirements:
None Required