

GUEST SERVICES COORDINATOR

Department of Admissions

Division of Student Affairs and Student Success

JOB DESCRIPTION: Henderson State University invites applications for the position of **Guest Services Coordinator**. The Department of Admissions seeks an individual who will oversee and ensure a dynamic guest experience on campus. This position performs a variety of administrative, program coordination, clerical support and customer service for the Admissions Office. Responsibilities of this position include, but are not limited to: leads the coordination of a complex visit program and interfaces directly with guest, faculty, staff and partner entities in developing a meaningful campus visit itinerary; organizes personalized itineraries for a comprehensive day visit program for prospective and accepted students and communicates directly with families and campus partners; provides program support for on-campus events and assist with campus visit-related data entry.

Duties and Responsibilities

- Manage the campus visit program to ensure that prospective students, parents, and all other guests have a quality experience interacting with Admissions, faculty, coaches, and staff while on campus.
- Oversee portions of the planning and execution of new student orientation, preview days, etc
- Hire, and train, and provide professional leadership and supervision for the Reddie Ambassadors
- Manage communications with prospective students regarding a campus visit, including phone conversations and all written correspondence (mail and e-mail format) for all campus visits, including confirmation and follow-up letters.
- Oversee any additional campus events involving the Admissions Office.
- Oversee the yearly scheduling of Campus Visit Events.
- Other tasks as assigned by the Director of Admissions. - (Essential)

QUALIFICATIONS: Henderson State University is an Equal Opportunity Employer/Affirmative Action Employer with a significant commitment to the achievement of excellence and diversity among its faculty, staff and students. In pursuit of this commitment, the successful candidate will need excellent customer service skills, interpersonal communication skills, and excellent oral and written communication skills. Applicants should demonstrate the ability to prioritize daily responsibilities with strong attention to detail; troubleshoot with confidence; work both independently and as a member of a team, maintain professionalism and courtesy in a high-volume environment; meet deadlines successfully, exercise independent judgement and decision making while interacting with prospective students and their families. At least two years' experience in the public higher education environment is highly desirable.

SALARY: \$37,500

THE UNIVERSITY: Henderson is located in Arkadelphia, a charming, family-centered community of 11,000 residents situated one hour south of Little Rock. Nestled in the foothills of the Ouachita Mountains, the community is home to two universities, a strong public school system, a thriving medical community, two recreational rivers, the iconic Lake DeGray, and is approximately 30 miles from historic Hot Springs National Park, one of the great American treasures.

APPLICATION: Must include a cover letter; resume'; unofficial transcript(s); and the names, addresses, and telephone numbers of three current references. Send all required application materials electronically, in PDF format:

Kelci Martinez. Search Committee Chair
garzak@hsu.edu

Review of applications will begin immediately and continue until the position is filled. The final applicant for this position will be required to submit to a background screening including a criminal background check pursuant to university policy. The final candidate must also provide official transcripts to Human Resources. Under the provisions of Arkansas' Freedom of Information Act, applications are subject to public inspection upon written request. Position posting is open until filled.