

Job Code:..... 101400
Position #:(NUNC)...(NE)
Developed by:.....EE, CB
Reviewed by: . . . DLJ
Approved by:.....
Date: 08/19

UNIVERSITY OF RHODE ISLAND
Position Description

TITLE: Coordinator, Campus Visit Experience & Welcome Center
DIVISION: Academic Affairs (Undergraduate Admission)
REPORTS TO: Associate Director, Campus Visit Experience & Welcome Center
GRADE: 9
SUPERVISES: N/A

BASIC FUNCTION:

Support the Office of Admission's Welcome Center including the management of events in the facility and the group tour program.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Manage the Group Tour program.

Serve as the point of contact for the Eddy Suite. Help them navigate any issues that arise and provide monthly check-ins. Serve as the liaison between Housing and Admission.

Oversee the student External Relations Coordinator on the tour guide executive board. Conduct monthly meetings throughout the academic year about scheduling, tour issues, and open items.

Enter the prospecting of Group Tour participants in a timely manner.

Oversee all Welcome Center reservations.

Continuously review EMS Software (workplace and campus management platform) for any new reservations and determine if events can be approved.

Regularly update Welcome Center Google Calendar to reflect current status of events.

Work with the Campus Visit Director to finalize Spring 2020 visit schedule and update EMS accordingly, including all CVE/WC team events.

Coordinate student group (Tour Guide team, Rhody Ambassadors and DRIVE) meetings and assist them with the EMS system.

Manage Welcome Center email account, address questions about reservations, and provide guidance to campus partners for their events.

Create facilities work orders for events.

Create weekly seating charts for custodial staff for set-ups and ensure rooms are set up correctly.

Serve as point of contact for facilities and catering.

Oversee the after-hours student building manager team responsible for evening events in the Welcome Center. Train, schedule, confirm, and serve as point of contact for the team.

Liaise with Classroom Media Assistance to ensure AV in presentation and meeting rooms is updated and functional.

Review registration numbers and event data utilizing Technolutions Slate.

Assist with the management of front desk operations.

Assist with weekend and evening events and tours as needed.

Conduct daily information sessions and counselor on duty shifts as needed.

OTHER DUTIES AND RESPONSIBILITIES:

Perform other duties as required.

LICENSES, TOOLS AND EQUIPMENT:

Personal computers, printers, word processing, database management, and spreadsheet software. Microsoft Office Suite and G Suite.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

REQUIRED: Bachelor's degree; Demonstrated strong verbal and interpersonal communication skills; Demonstrated proficiency with written communication skills; Demonstrated organizational skills; Demonstrated presentation skills; Demonstrated experience with Microsoft Office Suite and G Suite; Demonstrated higher education experience in a college or university setting; and, Demonstrated ability to work with diverse groups/populations.

PREFERRED: Demonstrated familiarity with the undergraduate programs at URI.

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.