Jefferson Admissions
Center City Campus

Job Description – Graduate Assistant

The Graduate Assistant will support customer service initiatives in the Office of Admissions at Thomas Jefferson University by responding to emails sent to our general account, assisting callers who contact us through our main telephone number, and greeting and assisting prospective students and guests through in-person interactions. The Graduate Assistant will identify off-campus recruitment opportunities that support Jefferson's strategic enrollment plan and will conduct research to evaluate the competitive landscape for each of our undergraduate and graduate academic programs.

This position is located on the Center City Campus at 130 South 9th Street, Philadelphia and is funded through June 30, 2019.

Essential Functions
Customer Service: Interact with co-workers, visitors, and other staff consistent with the values of Jefferson.
Email Communication: Respond directly to emails received in our general email account or distributes emails to appropriate staff for response; ensure timely and accurate response to all emails.
Telephone Communication: Ensure that all incoming phone calls are answered in a timely, professional, and accurate manner; direct callers to appropriate staff members as needed. Conduct phone outreach to prospective students to cultivate interest and increase campus visit registration.
Visit Experience: Ensure that all guests to our Visit Center are greeted warmly and are promptly assisted. Support on-campus information sessions and events.
Event Preparation: Assist with the preparation of event and visit materials.
Tracking: Ensure that all methods to track applicant activities are used consistently and accurately (visitor logs, call logs, etc.).
Recruitment Strategy: Conduct research to identify off-campus recruitment opportunities that will support Jefferson’s strategic enrollment plan.
Market Research: Conduct on-going market research of defined competitors for each of Jefferson’s academic programs.

Position Requirements
• Ability to interact with multiple constituencies in a professional, office setting.
• Must demonstrate high-level of attention to detail, critical thinking and problem solving.
• Must demonstrate the ability to work with others as part of a team in a high-volume and changing environment.
• Must demonstrate proficiency with Microsoft Office Suite and competence with and ability to effectively use computers, related software and databases.
• Excellent communication and interpersonal relations skills and demonstrated ability to maintain a positive and objective customer service approach.

<table>
<thead>
<tr>
<th>Extensive = 7-10x per month</th>
<th>Local Travel: Never</th>
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<tbody>
<tr>
<td>Frequent = 4-6x per month</td>
<td>Overnight Travel: Never</td>
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<tr>
<td>Occasional = 1-3x per month</td>
<td>Evening Work: Occasional</td>
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<td>Rare = 0-1x per month</td>
<td>Weekend Work: Rare</td>
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Position Qualifications

- **Education**: Must be enrolled in a master’s or doctoral degree program that relates to field of enrollment management/admissions (e.g. Business, Communications, Education, Educational Leadership, Higher Education Administration, Marketing, Organizational Development, Public Relations or similar field).
- **Experience**: 1 year of experience in a professional office setting.

Reporting Structure

- This position reports to the Director of Recruitment
- This position has 0 direct reports.
- This position has 0 total reports.

HR Coding

Job Description Approved: 8/28/18
Job Code: 00230

For more information, interested candidates should contact:
Richard Graham
Director of Recruitment
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