



UNIVERSITY OF CONNECTICUT

**Graduate Assistant for the
Office of Undergraduate Admissions
at the Lodewick Visitors Center**

Position Description:

The Office of Undergraduate Admissions at the Lodewick Visitor Center is committed to the mission of the University of Connecticut and the Division of Student Life and Enrollment by providing an opportunity for a high quality, cutting-edge education in over 115 academic majors. Our office serves an extremely diverse, exceptionally talented, and highly engaged applicant pool of both First-Year and Transfer Applicants. Undergraduate Admissions supports the enrollment of all undergraduate campuses within the UConn System. The Lodewick Visitor Center (LVC) hosts 60,000 guests annually through campus tours and other welcome events. The Graduate Assistant for the Office of Undergraduate Admissions at the Lodewick Visitor Center will report to the Associate Director of Admissions. This is a two-year assistantship pending a satisfactory performance after the first year.

Duties and Responsibilities

- Implementation of a campus visit program for 60,000+ annual visitors including supervision of event set-up and check-in, tour group arrival, and tour dismissal.
- Serve as a day-of supervisor to student tour guides – checking them in for shifts, ensuring they are aware of their daily assignments, have the information to perform their job well, and are performing at a high level.
- Coaching and mentoring to tour guides, helping them to perform their job well while representing the university.
- Monitors and approves timecards for student employees.
- Assist in the development of expanded outreach efforts to increase diversity and representation of underserved students at the University of Connecticut.
- Assist with outreach to Connecticut's Alliance Districts to encourage on-campus visit programs.
- Assists with leadership and management of a group of undergraduate student employees dedicated to diversity recruitment.
- Assist with management of call campaign outreach to diverse student populations.
- Maintain office hours and serve as a supervisor of the Lodewick Visitors Center.
- Attend applicable staff meetings.
- Participate in evening and weekend events, as required.
- Fulfill other duties as assigned.

Qualifications:

- Enrollment in the University of Connecticut Higher Education and Student Affairs graduate program for the duration of the assistantship assignment.
- Experience in guest services or customer service roles.
- Ability to work as part of a team and be flexible in prioritizing assigned responsibilities.
- Sensitivity to and having an understanding of the diverse academic, socio-economic and cultural backgrounds of students and their families, while establishing, maintaining and fostering a positive working relationship with relative constituents.