



JOB TITLE: Welcome Center Representative
DEPARTMENT: Admissions, Traditional Undergraduate
SUPERVISOR: Assistant Director of Enrollment Engagement
FLSA STATUS: Part Time Worker, Non Exempt

MAJOR PURPOSE

The Welcome Center Representative serves our university with customer excellence while supporting the Enrollment Department. The representative assists in the daily operation of the Administrative office and ensures that all phone calls and visitors are greeted in an expeditious and friendly manner, resolving questions, and if necessary, directing them to the correct individual or department. The representative also assists in daily tasks relating to the Enrollment department.

Normal working hours average 12-20/hours per week with a schedule established M-F between the hours of 8 a.m. and 6 p.m. This is a fully on site position, with some remote work available (check with Supervisor)

PERFORMANCE MEASUREMENTS

1. Provides positive, prompt, and professional customer service for telephone and visit reception; escalates issues when appropriate;
2. Communicates and collaborates with other departments on campus;
3. Establishes good working relationships internally and with other departments;
4. Self-motivated to gain increased institutional knowledge;
5. Demonstrates excellent self leadership and follows department guidelines;
6. Maintains focus on work projects, remains task oriented;
7. Completes data entry projects; updates records as needed;
8. Helps maintain Visits and Recruiting Calendars and ensures that Events paperwork is completed and rooms are booked
9. Perform other duties as assigned.

QUALIFICATIONS

1. Understands Jessup's mission and aligns work practice with it;
2. Excellent organization skills with attention to accuracy and detail;
3. Strong ability to maintain confidentiality;
4. High level of professionalism; stays calm under pressure;
5. Strong problem solving skills using critical thinking approach;
6. Works collaboratively with others; has high level of emotional intelligence;
7. Others-focused mindset;

SKILLS/ABILITIES:

1. Familiar with Microsoft Office programs, Google Workspace, email and web based searches, customer relationship management system,, office related equipment/technology (flexibility to learn to use new software and tools as needed);
2. Strong interpersonal communication skills to interact with students, faculty, other University departments, and the general public;
3. Ability to maintain focus and stay busy with minimal supervision;

WORKING ENVIRONMENT

The employee agrees to promote the values and mission of Jessup as a private Christ-centered University and live a life consistent with biblical principles. All employees of the University are expected to firmly support without reservations the William Jessup University doctrinal statement of personal Christian faith.

WORKING CONDITIONS

The employee is regularly in a typical office environment with adequate light and moderate noise levels. No hazardous or significantly unpleasant conditions. Air-conditioned buildings; tile, concrete and carpeted floors; adjustable workstation with ergonomic keyboard is provided.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

While performing the duties of this job, the employee is regularly required to talk or hear and frequently required to stand, walk, sit, and use hands to handle files, computers, and phones; reach with hands and arms; stoop, and kneel. Frequent and regular repetitive movements required using the wrists, hands, and/or fingers. The employee will occasionally lift and/or move up to 40 pounds. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The above statements and job description is intended to describe the nature and level of work being performed within this job. They are not intended to be an exhaustive list of all responsibilities, duties and tasks. Other similar or additional duties are to be performed or assigned. Job descriptions are not intended as and do not create employment contracts. William Jessup University maintains its status as an at-will employer. Employees may be terminated for any reason not prohibited by law.

I acknowledge I have reviewed the content of this job description and understand that if I have any physical limitations or require any reasonable accommodations in order to perform my job, I must immediately inform administration.

Employee Signature

Date