

# The Southern Baptist Theological Seminary

## Position Description

**Position Title: Administrative Coordinator of Visit Experience**

**Department: Admissions**

**Position Code: F0323**

**Date Prepared: 7/13/15**

**FLSA Status:**  Exempt  Non-Exempt

**Full Time:** Yes  No

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### **JOB SUMMARY:**

The Administrative Coordinator of Visit Experience will organize daily campus visits and office walk-ins as well as provide day-to-day office management.

### **ESSENTIAL JOB FUNCTIONS:**

The employee in this position will have the following essential job functions:

- Assist students, staff and visitors who walk-in to the Admissions Office
- Manage Admissions Office calendars and scheduling for staff and department
- Work with Assistant Director of Visit Experience to provide personalized hospitality including top notch first impressions to all guests/visitors/walk-ins, faculty, current students, inquiries, etc.
  - Lead in creating and maintaining an inviting, comfortable and professional atmosphere at the welcome desk of the Admissions Office
  - Ensure that the front office is clean, set up and prepared to accommodate the needs of guests
  - Maintenance and scheduling of Pavilion Theater Room, used daily for campus visits
- Work with Assistant Director of Visit Experience to coordinate individual campus visits
  - Receive visit requests, set up appointments, hotel reservations and email confirmations to campus visitors
  - Add visitor information to office calendar and distribute to counselors, housing, and partners
  - Reach out to coordinate logistical details of campus visitors stay
  - Communicate with prospective students and families the details and accommodations of their visit
  - Communicate daily with faculty members concerning campus visitors
  - Oversee the making of packets for each guest with personalized schedule and deliver packets to Legacy Hotel for overnight visitors
- General Office Management
  - Arrive on time every morning in order to open the office. Lock/unlock doors and forward phones as needed (opening hours, closing hours, chapel services, staff meetings, etc.)

- Schedule and provide administrative support for weekly staff meetings
- Schedule weekly office trainings with on-campus partners
- Communication
  - Receive and distribute Admissions Office mail, email and phone messages
  - Ensure office staff is knowledgeable of all campus visitors and the details of their visit
  - Third line for receiving phone calls
- Oversight of office inventory and supplies
  - Office ordering (Office supplies, visit snacks, etc.)
- Submit facility work orders as needed to maintain and repair office
- Submit requests to 5<sup>th</sup> and Broadway for printing projects as needed
- Submit Campus Technology work orders when needed (Program updates, program installation, etc.)
- Coordinate processes and protocol of paperwork surrounding new hires and terminations of employment
- Monthly reconciliation of three office procurement cards by keeping accurate record of expenses, staff spending, and department budget
- Receive and process marketing and other print shop jobs and projects
- Build relationships with campus partners in order to promote a positive visitor experience (e.g. Legacy Hotel, Housing, Student Life, Event Productions)
- Attendance, assistance, and leadership to on-campus events including but not limited to Preview Days, special visit days, orientation, graduation, etc.
- Expected to attend both chapel services during the week.

Performs other duties as may be assigned by supervisor.

**EDUCATION:**

The person in this position must have at least a high school diploma or GED. A Bachelor's degree is preferred.

**QUALIFICATIONS:**

The person in this position must have the following qualifications:

- Ability to portray the seminary values and distinctive in writing, speaking, and personal demeanor, and spiritual commitment
- Detail oriented and able to work at a fast pace
- Proven record of strong communication skills
- Excellent verbal and non-verbal communication skills; ability to interact and engage people, and view, discern, adjust, and respond appropriately to non-verbal communication cues
- Strong organizational and logistical skills
- Must be flexible and be able to quickly adapt to a changing work environment
- Some weekend hours may be required
- Experience with database systems and administrative tasks is preferred
- CRM experience is preferred

**SUPERVISION:**

The person in this position will supervise no one.

The person in this position will report to the Assistant Director of Visit Experience.

**WORK ENVIRONMENT:**

The person in this position must be able to communicate effectively through verbal and written communication; make repetitive motions with wrists, hands and fingers; lift up to 35 lbs., walk up and down stairs, and enter and exit all campus buildings unassisted; demonstrate the ability to sit for extended periods of time; use a personal computer for correspondence; and operate efficiently in a competitive work environment.

**EQUIPMENT:**

The person in this position will use the following equipment: typical office equipment.