Job Title: Manager, Welcome Center

BCAT Code: 09GX20       Pay Grade: G13       Effective Date: April 1, 2007
FLSA Status: Exempt       Revision Date: July 1, 2013

General Description
Develops and directs customized University tours for prospective students, parents, K-12 schools, legislators, prominent individuals, such as celebrities and their family, and special guests of the University President.

Examples of Duties
- Coordinates customized tours with Student Housing, Financial Aid, Student Life and Development and the academic colleges.
- Ensures that staff is available to assist customers via phone or in person.
- Supervises one full-time staff and at least ten student assistants.
- Ensures that proper training is provided to staff.
- Provides professional assistance to those seeking information about the University.
- Develops printed information, such as brochures, flyers, information packets, and marketing materials.
- Supervises the data input of visitor data into the Recruitment Plus software.
- Analyses the data to target recruitment efforts.
- Sends handwritten thank you notes to each visitor for visiting the University.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities
- Knowledge of the different University departments.
- Effective time management skills.
- Effective organizational skills.
- Ability to direct the work of others.
- Ability to deal with a diverse population.
- Ability to communicate effectively both verbally and in writing.

Minimum GSU Hiring Standards
Bachelor's degree in a related field and two years of supervisory/management experience; or a combination of education and related experience. Prior experience in recruitment efforts in a college or university setting or public relations experience preferred.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.