General Description
Serves as the primary contact and coordinator for all campus tours, such as daily groups and Very Important Person (VIP) visits. Supports the Assistant Director of the Welcome Center to manage tour guides and student assistants. Assists with on-campus events.

Examples of Duties
- Maintains, monitors, tracks, and enters all events and prospective information in Hobsons, such as creating the events, assigning the flow or plan, and monitoring the campus visit reservations, buses and room reservations.
- Reviews and evaluates the 9,000 plus annual prospective student and guest visits to strategically staff the tour guides and conduct targeted campus tours.
- Arranges meetings with various campus personnel to tailor tours to individual visitor’s needs.
- Creates daily, monthly and annual data reports from Hobsons to evaluate the effectiveness of campus visits.
- Supports the Assistant Director of the Welcome Center with gathering, scheduling, and assigning tour guides for on-campus programs, room reservations, parking for on-campus programs, such as Panther Preview, Scholarship Day, Pounce into Georgia State, Goizueta Scholars Day, and An Evening with President Becker.
- Meets with prospective students and guests by appointment and walk-in.
- Assists in presenting information sessions about the campus, admissions, programs of study, financial aid for students, parents, and dignitaries.
- Works with the Assistant Director of the Welcome Center to improve the functionality of the office, such as opening and closing the office, keeping the lobby area organized and clean, keeping track of the promotional materials inventory for prospective students and tour guides.
- Assists in evaluating and improving the campus tour experience, evaluating and improving on-campus programs, and the overall day-to-day office responsibilities.

Knowledge, Skills, and Abilities
- Knowledge of applicable federal and state laws, University rules and regulations.
- Knowledge of word processing, spreadsheets, and database software.
- Effective organizational and time management skills.
- Ability to prioritize work assignments and multi-task.
- Ability to communicate effectively verbally and in writing.
- Ability to supervise and manage others.

Minimum GSU Hiring Standards
Bachelor’s degree; or a combination of education and related experience.