Undergraduate Admissions
VISITOR SERVICES SPECIALIST
(Front Desk Assistant)
Job Description
2014

PURPOSE - Visitor Services Specialists (VSS) are responsible for welcoming visitors, prospective students and their families, and current students to the Huetwell Visitors Center and the Office of Undergraduate Admissions. Visitor Services Specialists are relied upon to establish a high quality first impression, perform clerical duties, and help in solving problems and answering questions posed by our visitors. **VSS's also provide group tours to our visiting guests.**

DUTIES – Drawing on the OUA training given, provide general Admissions information at the front desk, and on the telephone. Perform check-ins of registrants for our information sessions & walking tours. Includes; greeting visitors, making calls, and appropriate referrals within and outside the Admissions Office. Tasks include: Clerical work, data entry, statistical tracking, and some M-Pathway usage. Act as Central Campus Tour Guide for groups visiting campus.

ACCOUNTABILITY – Visitor Services Specialists are accountable to all staff of the Huetwell Visitors Center and Office of Undergraduate Admissions, fellow Visitor Services Specialists, and to the University of Michigan as a whole. Primary supervision is given by the Front Desk Supervisor, Donna Seamon, and the Visitors Center, Assistant Director, Bernadette Lis.

| TIME COMMITMENT | The Front Desk Assistant position is a part-time, year round position, with authorized time off during the spring/summer months. Each Visitor Services Specialist must work a minimum of 5 hours per week. Some Saturdays are mandatory during the time of year that Information Sessions and Central Campus Walking Tours are offered. Additionally, Visitor Services Specialist must attend regular staff meetings, Thursdays, 4:00 – 5:30 PM – the first and third weeks of each month, fall semester through the end of the winter semester. |

| QUALIFICATIONS | Visitor Services Specialists must be passionate about providing excellent customer service to everyone. Visitor Services Specialists must be current University of Michigan Undergraduate Admissions students, have impeccable public speaking skills. Visitor Services Specialists are expected to be professional, punctual, reliable and conscientious in the performance of all duties. Both work-study and non-work-study positions are available (work-study preferred). Selected candidates must have all or a great portion of the spring and/or summer term/s available to work. |

| TRAINING | Training will begin immediately. Training includes, but is not limited to, Front Desk protocol, SAB layout, Undergraduate Admissions procedures, and general operational policies such as customer service, professional work ethic, and appropriate office attire. Tour Guide training and certification is also required. |

| LENGTH OF JOB | The Office of Undergraduate Admissions is open year round. Spring/summer employment is preferred for continued fall/winter employment. Continued employment is encouraged, but granted at the discretion of the Front Desk Supervisor. |

**Front Desk Shifts:** The Front Desk can be open between the hours of 7:30 am and 5:30 pm, and later for special events. Bi-hourly shifts are assigned based on student staff class schedules. Saturday (usually summer – fall) are mandatory on a rotational basis, in both the Front Desk and Tour Guide positions.

**Selection Process:** Preference is given to qualified Tour Guides who have worked for one full semester. Available positions will usually be posted in January/February. Interviews are usually conducted in January/February, and candidates are chosen at the discretion of the Front Desk Supervisor, Donna Seamon, and the Huetwell Visitors Center Recruitment Coordinator, Dustin Castro. Special hiring may be conducted throughout the year.

**Salary:** $8.50 per hour to start. Both work-study and non-work study positions are available.

For more information please contact Donna Seamon, Front Desk Supervisor, Huetwell Visitors Center/Office of Undergraduate Admissions at dseamon@umich.edu