

Campus Visitation Graduate Student Employee

Start date: July/August 2026

Department Name: Enrollment Management and Marketing, Campus Visitation
Reports to: Director of Campus Visitation

Position Summary

The campus visit graduate student employee is a highly professional, flexible, composed, organized, and personable individual who supports the admissions front desk and visitor center operations as a recruitment function of the University.

In this highly visible, dynamic environment, the graduate student employee must be able to provide superior customer service while assisting in planning and successfully cultivating enrollment interest in Stetson University for prospective students through daily visits, special tours, and other forms of public relations. This position will additionally assist in the overall support of the Enrollment Management Department through outreach and campus visitation experiences – in person and virtual to meet yearly enrollment goals. All applicants should be highly organized and exemplify the academic and personal values of the University including having an amiable and adaptive attitude.

Specific and Essential Duties and Responsibilities

1. Primary responsibilities include covering the front desk, greeting visitors, and answering high-volume telephone calls.
2. Ensure high-quality customer service experiences via telephone, email, and in person. Provide continuing admissions and campus visitation information to admissions guests, general college visitors, and VIPs to the office, direct calls/visitors to appropriate offices for meetings, schedule tours or other forms of visitation, obtain information from prospective students, and assist with campus visits for prospective students.
3. Must be knowledgeable about all aspects of Stetson University, including academic programs, campus events and activities, orientation, athletics, housing, financial aid, billing, college policy, and important dates.
4. Performs clerical tasks such as maintaining calendars, email inboxes, and as assigned, e.g., scanning, storing, and preparing correspondence/reports.
5. Will work with Campus Visitation staff and student employees.
6. Will work to add/update accurate and timely data in the CRM (Slate) database for student information, records, tours, and other tasks assigned.
7. Will support Campus Visitation and the Office of Admissions by hosting and presenting daily information sessions to visiting guests and/or campus tours when needed.
8. Research new ideas to compare and improve campus visits according to the current market.
9. Collect and track data on campus visitation trends.
10. Interact with and mentor student leaders through the Stetson Ambassador organization utilizing social media, email, text, phone, virtual, and face-to-face opportunities to engage and follow up.
11. Other projects as assigned by the Director or Campus Visitation Assistant.

Qualifications and Expectations

- Bachelor's degree from a four-year college or university required.
- Acceptance and enrollment in a Stetson graduate program.
- Maintain a clear graduate student conduct record throughout the duration of employment.
- Required to work 20 hours per week, with opportunities to work up to 29 hours a week.
 - Schedule will be determined each semester in consideration of course schedule and departmental needs.
- The Office of Admissions hosts events that do require evening and/or weekend work, though this will be limited to the graduate student employee.

Desired Qualifications:

- Knowledge of recruitment, marketing, admissions and/or enrollment management.
- Knowledge and use of CRM (Customer Relations Management software).
- Fluency or competency in Spanish.

Working Conditions: Requires some physical effort (i.e. standing and walking, lifting boxes up to 40 lbs., manual dexterity in the use of fingers or limbs in the operation of office equipment, extended periods of time at a keyboard, perceptual demands for sound, form, texture, and depth. If remote work is required for any reason, applicants must verify they have access to a computer and internet that meet requirements to sustain the tasks required by the role.

Application Procedures: Email cover letter and resume to René Tutchton, rtutchton@stetson.edu.

Stetson University, an Equal Opportunity Employer, affirms the values and goals of diversity and strongly encourages the applications of all candidates, including women and candidates from historically under-represented groups.