

Campus Visitation Graduate Assistant

Start date: Early January 2026

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

Position Summary

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

In this highly visible, dynamic environment, the Graduate Assistant 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.

Benefits

- A scholarship equal to tuition for up to four courses each year (two in Fall term, two in Spring term, none in Summer term) not to exceed \$1,050 per credit and \$6,300 per semester. Student will be responsible for tuition exceeding the \$6,300 maximum each semester. Please be aware that the graduate assistantship scholarship is a tuition benefit and may be considered taxable income.
- A stipend of \$250 biweekly during the academic year (40 weeks) and \$520 bi-weekly in the summer (12 weeks) not to exceed \$8,120 for the fiscal year. It is expected that the graduate assistant work with their supervisor to plan 20 hours of paid vacation during the summer months.
- Graduate assistant positions are awarded for a one-year period (July 1 – June 30). There is no expectation or guarantee that the graduate assistant position will be awarded in successive years to the same person.
- Graduate assistants are not expected to work on University Holidays (e.g. July 4), but should work with supervisor to understand expectations for additional vacation/break time. Sick leave will be considered by their supervisor as needed.

Specific and Essential Duties and Responsibilities

1. Primary responsibility includes planning and executing special visits, specifically the Hatter for a Day personalized visit schedules. This will require a high level of focus and attention to detail, as you will coordinate with multiple faculty, current students, and staff for each individual schedule.
2. Secondary responsibility includes covering the front desk, greeting visitors, and answering high-volume telephone calls.
3. 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, and directing calls/visitors to appropriate offices for meetings, scheduling tours or other forms of visitation, obtaining information from prospective students, and assisting with campus visits for prospective students.
4. 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.
5. Performs clerical tasks such as maintaining calendars, email inboxes and as assigned, e.g. scanning, storing, and preparing correspondence/reports.
6. Will work with Campus Visitation staff and student employees.
7. Will work to add/update accurate and timely data in CRM (Slate) database for student information, records, tours and other tasks assigned.

8. 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.
9. Research new ideas to compare and improve campus visits according to the current market.
10. Collect and track data on campus visitation trends.
11. Interact 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.
12. Other projects as assigned by 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.
- Take a minimum of six credit hours each semester (with the exception of Summer between enrolled semesters).
- Maintain a clear graduate student conduct record throughout the duration of employment.
- Required to work 20 hours per 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 for the graduate assistant.

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 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, applicant must verify they have access to computer and internet that meet requirements to sustain the tasks required by the role.

Application Procedures: Email cover letter and resume to Reneé 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.