



Admissions Student Ambassador  
Fall 2019

Type: Admissions Student Ambassador

Location: Admissions Office

Contact: Mary Gallagher, [mgallagher@paulsmiths.edu](mailto:mgallagher@paulsmiths.edu)

Description:

The Office of Admissions serves as the first point of contact between Paul Smith's College and prospective students, their families, and others who actively participate in the college search process. Many individuals receive their first (and, often, lasting) impression of the College through their interaction with the admissions team. As a valuable member of the staff, Student Ambassadors will provide support for the entire office through various activities that have been designed not just to recruit, admit, and yield an incoming class, but also to build a relationship between future students and the college community and provide information on upcoming events, scholarships, and deadlines. Student Ambassadors will be responsible for assisting Admissions Staff with welcoming prospective students and families to campus which includes but is not limited to the duties and responsibilities listed below.

Duties and Responsibilities:

- Answering phones and emails in a professional and timely manner
- Assist Admissions Staff with daily office tasks which include filing, shredding, mailing correspondence, answering incoming calls.
- Assist in the creation and implementation of multiple social media platforms
- Communicating with prospective Paul Smith's College students to inform them about upcoming campus events, scholarship opportunities, and deadlines. (Detailed information and dates will be provided to assist in performing these tasks.)
- Develop working relationships with prospective students while utilizing provided talking points and effective customer service skills
- Facilitate weekend tours and events as scheduled
- Gather materials for Admissions events, tours, and recruitment as needed
- Greet guests in a personable and inviting manner
- Maintain a professional demeanor and exhibit patience when conversing with prospective students
- Present prospective students and their families with information about Paul Smith's College via campus tour as trained
- Preparing materials for large scale campus recruitment events.
- Special projects as determined by the Admissions staff

- Utilizing Salesforce as trained
- Use reasonable judgment and inform supervisor of any high-importance information that may have been discussed in a conversation. (Examples of high-importance instances will be provided during training.)

Requirements:

- Ability to work collaboratively as well as independently
- Ability to understand and present essential information about the college
- Ability to communicate clearly, effectively, and positively to prospective students and their parents
- Approved Paul Smith's College Driver Certification (preferred)
- Excellent communication and organizational skills
- Must be a current, full-time Paul Smith's College student
- Must have completed at least one semester at Paul Smith's College
- Must maintain a minimum of a 2.0 GPA
- Must maintain confidentiality
- Must be knowledgeable of, or demonstrate the ability to learn all aspects of Paul Smith's College life to include but not limited to: campus life, majors offered, clubs & activities, campus history
- Must follow appropriate dress code
- Must possess a positive attitude and willingness to learn and grow

To Apply:

Applicants must send a copy of your resume and cover letter to Mary Gallagher at [mgallagher@paulsmiths.edu](mailto:mgallagher@paulsmiths.edu)