Office of Undergraduate Admission - Admission Representative

The Communications Center in the Office of Undergraduate Admission is seeking to hire graduate students with excellent verbal and written communication skills for the Admission Representative position. This student employee team is comprised mainly of undergraduate students who handle incoming phone calls and emails to the Office of Undergraduate Admission.

We are seeking graduate students who can work approximately 15 hours per week during non-peak times and 20+ hours when undergraduate students are on breaks (Spring Break, Winter Break, etc.). We are closed on holidays.

The Communications Center receives a wide variety of questions and concerns from applicants and families navigating the college application process. We provide the necessary tools, resources, and training so our team is well-versed regarding Emory’s application process and other relevant subject matter.

Previous experience in customer service or having undergraduate experience in Residence Life, being a university representative or with your institution’s new student orientation is preferred.

This is great experience for a graduate student interested in what Admission work is like or who is considering a career in higher education administration.

This position operates locally in the Office of Undergraduate Admission but there is the opportunity for remote working after in-person training has taken place.

The application is open to all graduate students. Being an Emory alumnus is welcomed but not mandatory.

Scheduling

The Communications Center operates Monday - Friday from 8:30 am- 4:30 pm. All shifts are between those hours.

- Graduate employees are required to work a minimum of 10 hours per week.
- Shift options are in 2, 3, & 4-hour increments.
- Please specify intended availability/hours per week with job application submission
- Employees are expected to work a minimum of two semesters
- Summer work is available at up to 40hrs per week
- Pay is $15 per hour

Expectations

- Address inbound inquiries clearly, pleasantly, and accurately.
- Availability during breaks where undergraduate students are on break. We are closed on holidays.
- Maintain a positive and proactive approach when engaging external parties creating a positive impression of Emory University.
- Uphold Communications Center employment and confidentiality agreements.
- Be prompt and have a positive and professional attitude.
- Handle vague or complex conversations tactfully with courtesy and sensitivity.
- Commit to a minimum of 10 hours per week.
- Develop and share techniques to help improve processes and increase team success.
- Speak clear and fluent English.
- Have a good time!

To Apply

- Send information to Ron Davis, Communication and Support Manager (rondavisii@emory.edu).
- When submitting your application please submit your resume, a brief explanation detailing why you are a great fit for the position, and how many hours you are prepared to work weekly as well as what
days you intend to work.