



A CHRISTIAN UNIVERSITY

## Enrollment Services Job Descriptions

November 2024

---

# Guest Experience Coordinator

## What We're Looking For

As the Guest Experience Coordinator, you are a key element of the recruitment process for all prospective students and families who visit our university. You will be tasked with creating MC's first impression to prospective students and families. You will do this by facilitating a smooth, enjoyable, and memorable MC experience. More specifically, you will be responsible for the scheduling of all prospective student campus visits and the coordination of admission-related events on and off campus, which include Preview Days, Select Scholars Scholarship events, Transfer Scholarship Competitions, Jackson Area Reception, Counselor Preview Days, Summer Camp recruiting events, and more. You will need to ensure MC's commitment to hospitality is strong throughout your planning and event execution. You will also get to infuse a spirit of hospitality and consistency through your presence at the main desk in the Admissions Lobby each afternoon so that visitors have an excellent guest experience. One of your driving goals each day is to create the events and visits through which prospective students encounter MC and which help to guide them toward the right decision of where to attend college. Basically, you can't wait to share how God can use MC in their lives to help them reach their potential goals.

## Who You Are

- You desire to work from MC's main campus in Clinton.
- You are detail-oriented and a self-starter with strong organizational and relational skills.
- You are energized by making sure details and logistics provide guests with a seamless experience so they are able to form personal relationships during events and visits.
- You have the personal drive and diligence to master every detail.
- You have the ability to make cross-campus connections with faculty, coaches and other stakeholders in order to bolster recruitment and enhance the guest experience for students.
- You are eager to participate in brainstorming discussions to share new content ideas and perspectives.

- You enthusiastically stay up-to-date with the latest best practices.
- You have a passion for experimenting with new development techniques in order to enhance MC's current systems and processes regarding campus visits and events.
- You enjoy meeting new people and view event planning as an opportunity to host.
- You enjoy engaging with high school and transfer students and their parents.
- You pride yourself on prompt and thorough followup to phone calls and email communication.
- You have strong communication skills, both verbal and written, and can maintain a solutions-first mindset in high-pressure situations.
- You can deliver feedback and receive criticism with kindness and directness.
- You are comfortable taking charge and making decisions during events.
- You are forward-thinking in your ability to plan; you have contingency plans ready and know when to make adjustments.
- You must be available for some evenings and weekends.
- You are a self-starter that doesn't need lots of hand-holding after thorough training.
- You are able to work in a fluid work setting and able to employ creativity, flexibility, and positivity at all times.
- You are a positive influence on any team.
- You are committed to the mission and vision of MC.
- You are motivated to create the most excellent, unreasonably hospitable college visit experience in the country.

## Nice To Haves

- Knowledge of basic computer operations, including proficiency in Microsoft Word, Excel, and Google Drive
- Managing and allocating a departmental budget related to events and visits.

Reports to: Director of Admissions

FSLA Status: Non-exempt