



UNIVERSITY OF ILLINOIS AT CHICAGO
OUTREACH & RECRUITMENT, OFFICE OF ADMISSIONS
VISITORS CENTER

Position Title: **Student CORPS (College Outreach Representative for Prospective Students)**

Department: **UIC Visitors Center
Office of Admissions
SSB, Mail Code 018**

Reports To: **UIC CORPS Manager, UIC Visitor Center Admissions Counselor & Visitors Center Associate Director**

Position Type: **Undergraduate Student Employment or Federal Work Study**

Revised: **January 2020**

Primary Function/Position Description

The Student CORPS (College Outreach Representatives for Prospective Students) is comprised of a group of UIC undergraduate students who facilitate a welcoming campus experience for students, families, and guests. By sharing their undergraduate experience through tours and storytelling, students are able to share their unique culture of UIC with school groups and other community based organizations. Student leaders will assist with multiple office duties within the UIC Visitors Center and campus events across UIC as assigned. All majors are welcome to apply!

Minimum Qualifications

- Must be approachable, personable, outgoing, and enthusiastic.
- Be an enrolled undergraduate student at the University of Illinois at Chicago. Students must be able to work at least 2 semesters left before graduation.
- Completed at least one (1) semester as a UIC student at the time of application submission.
- Must be in good academic standing at UIC and maintain a minimum 2.5 GPA throughout the term of employment.
- Has a personal and professional commitment to providing customer service to prospective students, families, and community-based organizations.

- Involved or intention to be involved in social, academic, and/or research based organizations on UIC's campus.

Accountability

- Must be available and accessible to guests and staff in the Visitors Center during scheduled hours.
- Must be available to work a minimum of 4 hours per week, including at 1 one Saturday a month for weekend tours. Some shifts may include early or evening hour commitments.
- Must be available to work for "all hands on deck" university wide recruitment events (i.e. Preview Day, Open House, Firestarter, IGNITE, and Flames Fridays).
- Must provide a copy of class schedule each semester.
- Must arrive on time for all scheduled shifts. In the event of a schedule conflict, employee must follow procedures stated in the Student CORPS Handbook.

Essential Responsibilities (Duties include, but are not limited to the following):

- Serve as the first point of contact for guests in the UIC Visitors Center and provide exceptional customer service and campus information to visitors via phone calls, email and in-person communication.
- Assist in the operations of the UIC Visitors Center including opening/closing procedures, cleanliness, inventory restock, checking in guests, and guiding them to appropriate campus resources.
- Conduct campus tours for prospective students, families, school groups, community based organizations, and university officials.
- Foster connections with a wide range of constituents including prospective students, families, parents, school groups, administrators, and staff.
- Input sensitive handwritten data into the University database system called SLATE.
- Respond to incoming calls in a professional and helpful manner and execute calling campaigns to prospective students when necessary.
- Maintain a professional presence while dressed appropriately for the workplace including UIC paraphernalia.
- Maintain compliance with University Policies and Procedures, and FERPA regulations.
- Represent UIC, Visitors Center, and the Admissions Office as a student ambassador in a positive manner to all guests and campus partners.
- Direct inquiries to appropriate staff/manager, and/or direct callers to appropriate services.

Preferred Qualifications

- Remain positive and helpful under all circumstances.
- Demonstrate leadership skills to work independently and compatible in-group work environments.
- Customer- service focused.
- Possess eloquent public-speaking abilities.
- Ability to navigate both mobile and web based applications (i.e. GroupMe)
- Maintain updated knowledge of UIC, campus life, admissions processes, etc.
- Proficient in Microsoft Office and Google Applications (i.e. Google Drive).

Application Requirements:

1 page resume & 1 page cover letter are due by Friday, January 31, 2020 by 5pm. Please email resume and cover letter to uicstudentcorps@gmail.com addressed to Lead Syed Ali and the email header: "Recruitment Spring 2020- Applicant First Name & Applicant Last Name)".

Work Authorization: U.S. Citizen, Permanent Resident (U.S.), Employment Authorization Card, F1 Visa

Compensation Type: Hourly

Position Function: Clerical/Office Administration, Hospitality/Travel, Marketing/Sales, On-Campus at UIC, Public Relations/Communications

For questions, comments, concerns about the position, please contact Brandon Ishikata, Admissions Counselor and Student CORPS Manager at ishikata@uic.edu or 312-413-2526.