Summary of Position

The Assistant Director of Events position in the Office of Undergraduate Admissions provides support to the Director of Events and is responsible for supervising our student workers and overseeing our Charger Ambassador program. Tasks will include attending and coordinating university events, interacting with prospective students and their families on a daily basis, and data entry.

Duties and Responsibilities:

• Provide data entry services to our enrollment information systems for all events.
• Coordinate all event email and SMS campaigns.
• Help to greet and interact with prospective families both in person and over the telephone.
• Coordinate our Enhanced Visit program, Charger Day program, and Group Tours.
• Oversee campus tours and coordinate all resident hall showings.
• Attend and help with the coordination of our various Open Houses, Explore Days, Major-Specific Open Houses, Information Sessions and other specialized visits.
• Coordinate and supervise our office student workers and Charger Ambassador program.
• Coordinate and host regular meetings and trainings for Charger Ambassadors.
• Follow-up phone calls to prospective students and families to confirm event registration.
• Ensures that confidentiality of data collected and stored are maintained.
• Fill in where needed at the office to ensure service standards and efficient operations.
• Other duties as assigned by supervisor.

Requirements:

• Must have a Bachelor’s Degree.
• Must have supervisory experience.
• Must have CRM experience- TargetX and/or Slate a plus.
• Ability to carry out various tasks efficiently.
• Ability to work under pressure effectively.
• Excellent interpersonal and leadership skills.
• Ability to communicate well orally and in writing.
• Proven ability to pay attention to detail.
• A proactive customer service approach. Must have prior customer service experience.
• Ability to listen compassionately to the needs of clients.
• Proven project management skills.
• Ability to interact with prospective students and their families in small to large environments.
• Must have a flexible schedule and be willing to work afternoon, evening and weekend hours to assist with recruitment events
• Positive attitude and desire to learn.
• Knowledge of Microsoft Office applications.

How to Apply: Please send a cover letter and your resume, in one pdf document via email to hrdept@newhaven.edu. Please make sure to reference Search # 20-04A in the subject line.

The University of New Haven follows the principles of affirmative action and equal employment opportunity in all of its employment practices.