Welcome Desk Assistant

Company background
INTO University Partnerships collaborates with leading universities to provide international students with a personalized and highly supportive learning environment in which to acclimatize to life on a US university campus and prepare for long-term academic success. Since 2006, INTO has launched partnerships to internationalize 19 universities in the US, UK and Asia, including Oregon State University, University of South Florida, Colorado State University, Marshall University, George Mason University, and Drew University.

George Mason University is an innovative, entrepreneurial institution with national distinction in both academics and research. Mason holds a top U.S. News and World Report “Up and Coming” spot for national universities and is recognized for its global appeal and excellence in higher education.

Mason is currently the largest and most diverse university in Virginia with students from all 50 states and over 135 countries studying in 198 degree programs at campuses in Arlington, Fairfax, and Prince William as well as at learning locations across the Commonwealth. Rooted in Mason’s diversity is a campus culture that is both rewarding and exciting, work that is meaningful, and opportunities to both collaborate and create.

Reporting line
This position reports directly to the Director of Student Experience.

Job overview
The Welcome Desk Assistant will serve as the first point of contact and provide exemplary customer service to students, staff, and visitors of the Mason Global Center.

Key accountabilities and duties
The responsibilities of this position may change and develop over time, but will include one or more of the following:

Customer Service
- Welcome students, visitors and other customers with highest qualities of customer service
- Answer the general phone number and general INTO Mason Email
- Answer questions, advise and refer students appropriately
- Discuss the INTO Mason programs with prospective students on a general level
- Deal with requests and inquiries
Administrative Support
- Order general supplies for office and student experience team
- Make copies, send faxes, and maintain files as needed
- Update and monitor student records and files
- Manage keys to classroom spaces and storage space
- Make appointments between staff and students
- Book rooms for shared meeting and counselling spaces
- Be responsible for all incoming and outgoing post and courier deliveries
- Set up on site meetings—coffee and refreshments; arrange for equipment and ordering as necessary
- Keep the front desk and surrounding area ordered and tidy

Student Services Support
- Collaborate with Student Services team to deliver an exemplary student experience
- Assist the Student Services team with arrival, registration and orientation of students
- Assist with collection and maintenance of student data
- Manage student letter requests (DMV, academic confirmation, etc.)
- Other duties as assigned

Enrollment and Recruitment Support
- Provide general information about the INTO Mason program to prospective applicants
- Manage database of walk-in inquiries
- Other duties as assigned

Location
This position is based at George Mason University, located in Fairfax, Virginia

Qualifications
Essential:
- High School degree
- Previous experience in a customer service role
- Excellent verbal and written communications skills
- Demonstrated competent I.T. skills relative to management of electronic student data

Desirable:
- Bachelor’s degree
- Multi-lingual (preferably Chinese, Korean, Arabic, or Russian)
- Previous experience working with international students
- Familiarity with Fairfax and George Mason Campus
- Experience in a start-up business environment

Skills and Abilities
- Ability to manage relationships with senior managers, academic stakeholders, parents and students from various cultural backgrounds
- Ability to multi-task and remain calm under pressure
- Ability to accurately compose letters and other informational materials in a grammatically correct style
- Ability to take initiative and work with minimal supervision
- Exceptional attention to Detail
How to apply
To be considered for this position, please submit your cover letter and resume at:
https://home2.eease.adp.com/recruit/?id=17772792  PLEASE NOTE: YOU WILL ONLY BE ABLE TO UPLOAD A SINGLE DOCUMENT (PDF PREFERRED). BE SURE TO INCLUDE ALL OF YOUR PAGES TOGETHER AS ONE UPLOAD. ONCE YOU HAVE SUBMITTED, YOU WILL NOT BE ABLE TO GO BACK AND EDIT OR REAPPLY.

Open until filled.

INTO University Partnerships provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. INTO University Partnerships complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities.

George Mason University is an affirmative action/equal opportunity employer encouraging diversity.