AUBURN
Human Resources

# Spec, Personalized Visits

Job Description

## JOB INFORMATION

| | |
|---|---|
| Job Code | AD81 |
| Job Description Title | Spec, Personalized Visits |
| Pay Grade | SR06 |
| Range Minimum | $37,810 |
| 33rd % | $44,110 |
| Range Midpoint | $47,270 |
| 67th % | $50,420 |
| Range Maximum | $56,720 |
| Exemption Status | Exempt |
| Approved Date: | 4/3/2026 12:02:36 PM |

## JOB FAMILY AND FUNCTION

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|---|---|
| Job Family: | Student Resources |
| Job Function: | Admissions & Recruitment |

## JOB SUMMARY

The Personalized Visits Specialist coordinates and delivers individualized campus visit experiences for prospective students and their families, serving as a public facing representative of Undergraduate Admissions. This role focuses on operational excellence, direct student engagement, and consistent delivery of the core Personalized Visit experience.

## RESPONSIBILITIES

- Executes individualized campus visit experiences for prospective students and families in accordance with established Personalized Visits program guidelines.
- Coordinates visit logistics by implementing predefined itineraries, schedules, and campus connections, ensuring accurate and timely day-of execution.
- Communicates with faculty, staff, and current students to facilitate scheduled visit components and enhance the visit experience.
- Provides admissions information to prospective students and families related to application processes, scholarships, academic programs, and campus resources in alignment with Undergraduate Admissions guidance.
- Maintains accurate visit records, billing documentation, and inventory tracking in designated systems in accordance with departmental procedures.
- Participates in admission recruitment activities by presenting informational sessions, assisting with events, phone, email, and walk-in inquiries related to visit scheduling and general admissions information.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

## SUPERVISORY RESPONSIBILITIES

| | |
|---|---|
| Supervisory Responsibility | No supervisory responsibilities. |

## MINIMUM QUALIFICATIONS

**To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.**

## MINIMUM EDUCATION & EXPERIENCE

| Education Level | Focus of Education | | Years of Experience | Focus of Experience | |
|---|---|---|---|---|---|
| Bachelor's Degree | in no specific discipline. | and | 0 years of | experience in admissions processing, enrollment services, student recruiting, customer service or student-facing operations. | |

## MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

| | |
|---|---|
| Knowledge of customer service principles applicable to student facing or public facing environments. | |
| Knowledge of admissions or enrollment services sufficient to provide accurate information when following established policies and procedures. | |
| Ability to communicate clearly and professionally with prospective students, families, faculty, staff, and campus partners in person, by phone, and in writing. | |
| Ability to provide accurate admissions related information in accordance with established guidance and approved messaging. | |
| Ability to coordinate multiple tasks and schedules while maintaining attention to detail and meeting deadlines. | |
| Ability to follow established processes and visit plans to ensure consistent delivery of campus visit experiences. | |
| Ability to maintain accurate records, documentation, and basic tracking information using designated systems. | |
| Ability to work effectively as part of a team in a fast paced, service oriented environment. | |

## MINIMUM LICENSES & CERTIFICATIONS

| Licenses/Certifications | Licenses/Certification Details | Time Frame | Required/ Desired | |
|---|---|---|---|---|
| DL NUMBER - Driver License, Valid and in State | in state. | Upon Hire | Required | |

## REQUIRED PRE-EMPLOYMENT/ONGOING SCREENINGS

Motor Vehicle Record (MVR)

## PHYSICAL DEMANDS & WORKING CONDITIONS

| | |
|---|---|
| Physical Demands Category: | Other |

## PHYSICAL DEMANDS

| Physical Demand | Never | Rarely | Occasionally | Frequently | Constantly | Weight |
|---|---|---|---|---|---|---|
| Standing | | | | X | | |
| Walking | | | | X | | |
| Sitting | | | | X | | |
| Lifting | | | X | | | 25 lbs |
| Climbing | | | X | | | |
| Stooping/ Kneeling/ Crouching | | | X | | | |
| Reaching | | | X | | | |
| Talking | | | | X | | |
| Hearing | | | | X | | |
| Repetitive Motions | | | | X | | |
| Eye/Hand/Foot Coordination | | | X | | | |

## WORKING ENVIRONMENT

| Working Condition | Never | Rarely | Occasionally | Frequently | Constantly |
|---|---|---|---|---|---|
| Extreme cold | | | X | | |
| Extreme heat | | | X | | |
| Humidity | | | X | | |
| Wet | | | X | | |
| Noise | | | | X | |
| Hazards | | X | | | |
| Temperature Change | | | X | | |
| Atmospheric Conditions | | | X | | |
| Vibration | | | X | | |

**Vision Requirements:**

No special vision requirements.

**Travel Requirements:**

None Required