Position Title: Telecommunications Assistant

Department: Admissions Office

Student Work Supervisor: Assistant Director of Admissions

Purpose of Job:
Communication assistants are responsible for contacting prospective students in the Admissions Office Database via phone for email (or both). The goal of the program is to identify students who have a serious interest in Luther, provide them with insights and resources regarding Luther, and encourage them to visit our campus and apply for admission.

Duties and Responsibilities:
- Make phone calls and send emails to prospective students
- Give campus tours and escort prospective students to appointments and classes
- Assist Admissions Counselors in their day-to-day activities
- Serve as an overnight host for prospective high school seniors during larger visit events
- Other duties as assigned in the Admissions Office and special events

Qualifications:
- Excellent communication skills, both verbal and written
- A good working knowledge of Luther College
- A genuine love for Luther
- Outgoing personality; ability to easily interact with prospective students and parents
- Ability to follow a timeline and make decisions accordingly

Experience Required:
- Must be a current Luther student: sophomore, junior or senior
- Previous work experience that required the use of communication skills (verbal and/or written)
- Customer service experience preferred but not necessary

Supervisory Responsibility: None

Physical Demands:
Ability to lift up to 50 pounds; a great deal of walking in all weather conditions and outdoor terrain; stooping and bending.

Safety Hazards and Physical Demands:
*Please check any hazards and appropriate training below that apply to this position.

- **The student is required to stand for long periods of time.**
  - [x] Yes
  - [ ] No

- **The student is required or may need to lift more than 20 pounds.**
  - [x] Yes
  - [ ] No

- **The student will be trained in proper lifting techniques.**
  - [x] Yes
  - [ ] No

- **The student is required to wear safety goggles, a harness or other protective clothing.**
  - [x] Yes
  - [ ] No

- **The student is required to wear closed toe shoes.**
  - [x] Yes
  - [ ] No

- **The student is required or may be exposed to hazardous materials or caustic chemicals. (Including but not limited to petroleum products, cleaning agents, bleach, paints, paint thinner, lawn treatment chemicals, chemical agents, laboratory chemicals, pool treatments, etc.)**
  - [x] Yes
  - [ ] No

- **The student will be trained in the handling of hazardous materials or caustic chemicals.**
  - [x] Yes
  - [ ] No

- **The student is required to use power tools, machinery, or other equipment.**
  - [x] Yes
  - [ ] No

- **The student will be trained to use power tools, machinery, or other equipment.**
  - [x] Yes
  - [ ] No

- **The student is required or may be exposed to liquids or oils with temperatures such as extreme hot or cold that could potentially cause injuries.**
  - [x] Yes
  - [ ] No

- **The student will be trained to safely use liquids of extreme temperatures that could cause injury.**
  - [x] Yes
  - [ ] No

- **The student is required to operate a utility vehicle.**
  - [x] Yes
  - [ ] No

- **The student will be trained to safely operate a utility vehicle.**
  - [x] Yes
  - [ ] No

- **The student is required to have a valid driver’s license.**
  - [x] Yes
  - [ ] No