

Graduate Assistant Graduate Admissions

Overview:

The Graduate Assistant (GA) for Graduate Admissions works with over 3,000 domestic and international applicants to the School of Graduate Studies and Research per academic year. The GA interacts with applicants, graduate program coordinators, the application processing team, and admissions staff to provide a student-focused, customer-friendly applicant experience to IUP.

The GA also has the opportunity to work with recruitment initiatives including, but not limited to, Open Houses, tours, and other special programs designed to recruit Graduate students.

Specific Duties:

Provide assistance to domestic and international applicants completing the graduate application process:

- ❖ Address prospective student questions daily, in person (tours, individual meetings, etc.) and via alternate modes of communication (phone, email, chat, etc.), about general graduate admission requirements and requirements specific to an individual's application.
- ❖ Work with academic department staff and the application processing team to address/resolve applicant questions.

Provide support for Graduate recruitment initiatives, including but not limited to: Outreach Communication Campaigns, Graduate Events (on and off campus), and working on individual program recruitment initiatives.

Provide support for projects assigned by Admissions staff:

- ❖ Collaborate with our team to evaluate and assist with continuous improvement of operational procedures.
- ❖ Provide research support for assigned projects.
- ❖ Lead work on a project based on individual interests (Events, Early Admission, etc.)
- ❖ Other duties as assigned.

Preferred Skills:

- ❖ Experience providing high quality customer service is preferred.