



Graduate Assistantship Opening
Undergraduate Recruitment - Enrollment Management Call Center

The Graduate Assistant for the Enrollment Management Call Center supports the management, training, and cultivation of the Call Center and the students at the University of Louisiana at Lafayette. The Call Center was established to provide additional engagement and communication to prospective and current students. The graduate student selected for this assistantship role will be responsible for planning, supervising, researching, and assessing various call and engagement campaigns related directly to the recruitment and retention of students to the University. The position requires day and evening responsibilities and the ability to appropriately interact with professional staff, faculty, students, and families. The position reports directly to the Associate Director of Undergraduate Recruitment within the Division of Enrollment Management.

Primary Duties and Responsibilities:

The graduate student appointed to this role will assist with effectively managing all components of the Call Center as well as trainings and developing students for the purpose of effectively communicating and engaging with students. In doing so, duties and responsibilities will include, but are not limited to, the following:

Student Development:

- Initiate, plan, supervise, and evaluate call and text messaging campaigns consistent with goals and objectives of the Division of Enrollment Management
- Display initiative in developing campaigns, assessing student needs, and effectively working with students in the Call Center
- Plan and implement campuswide, division, and University campaigns
- Conduct recognition initiatives for staff members based on performance and success

Recruitment, Marketing, and Training:

- Design digital and print marketing materials related to the hiring of student staff
- Participate in the recruitment, selection, training, and in-services of student staff members for the Call Center
- Assist with the recruitment of new student staff members for the Call Center at various on campus events and program
- Plan and participate in staff training and development including, but not limited to July/August and January training

Administration and Assessment:

- Host one-on-one meetings with students in Enrollment Management Call Center

- Assist in assessment, planning, implementation, and/or evaluation of assigned initiatives and projects
- Oversee administrative tasks related to Call Center planning and reports
- Establish and maintain regularly scheduled office hours

Other:

- Assist with other projects initiated and implemented by Enrollment Management

Eligibility and Additional Considerations:

Graduate assistantship appointments with Undergraduate Recruitment are for the academic year, beginning in August 2024.

Students in **MBA, Communication, English, and Informatics** graduate programs are eligible to apply. Consideration also may be given to graduate students pursuing a degree program and research focus with direct connection to the duties described above. Additional desired qualifications include:

- Strong administrative, organizational, and student engagement skills
- Strong interpersonal communication skills and the ability to interact with a diverse population
- Knowledge of student needs
- Demonstrated skills in program development and implementation.

Appointment requires unconditional admission, full-time graduate enrollment, and satisfactory completion of 20 hours of **in-person, on-campus** duties each week during the academic terms. Appointment does not require completion of duties when classes are not in session (i.e., during intercessions and student breaks).

Continuation of appointment to Spring 2025 and beyond is contingent upon successful completion of assistantship duties, satisfactory progress toward degree, and/or budgetary considerations.

If an international graduate student, your visa status may place restrictions on your employment eligibility; if you are not certain if your visa status permits holding an assistantship, contact the Office of International Affairs in the Division of Global Engagement

Compensation:

Compensation includes a waiver of tuition and mandatory fees, plus a monthly stipend that adheres to University minimum levels. **Fall 2024 tuition waiver and stipend will be prorated to start dates after August 21.**

- For the 2024-2025 academic year, the minimum stipend is \$1,150 per month for master's students, totaling \$11,500 paid over ten months.
- While the 2024-2025 tuition and fees are not yet set, using 2023-2024 rates, the tuition/fee waiver for an academic-year assistantship is valued at \$10,184 for U.S. resident graduate students and \$25,610 for non-resident international graduate students enrolled in 9 graduate credit hours per semester. For students taking more credits, this benefit is even higher.

- The accompanying fee waiver does not cover 100% of the supplemental insurance fee for international students on F-1, J-1, or other non-immigrant visas.

To Apply:

Send a letter of application/interest, resume or CV, and contact information for professional references to rhenderson@louisiana.edu. Questions should be directed to **Ruben Henderson, Associate Director of Undergraduate Recruitment**, at rhenderson@louisiana.edu.

Review of applications will begin immediately.