

**Title:** Visitors Center Summer Intern  
**Division:** Enrollment Group  
**Department:** Undergraduate Admissions/Visitors Center  
**Location:** Columbia University, Morningside Campus  
**Reports To:** Associate Director, Visitor Relations

**About:** The Columbia University Visitors Center accommodates over 100,000 guests per year, with the majority of these visitors coming to campus in the summer months. The Visitors Center has a team of professional staff members, Admissions Officers, and student workers who work collaboratively to host on campus tours, as well as a variety of virtual programming. These tours and programs introduce prospective students to student and campus life at Columbia College and the Fu Foundation School of Engineering and Applied Science.

**Internship Description:** The Visitors Center Summer Intern will serve on the Campus Visit Team in the Office of Undergraduate Admissions, which is responsible for coordinating and executing all in person and virtual campus visit programming. The Visitors Center Summer Intern will serve in a leadership role, supervising the tour check in process and tour send off, managing and training student workers/student tour guides, and presenting weekly information sessions. This position is a key component of the Campus Visit Team ensuring prospective students, their families, and University guests are welcomed to campus.

**Responsibilities:**

- Coordination of high school and group visit requests; including communication with group lead and coordinating tour guide assignment
- Assist in the management of student workers/student tour guides; this includes overseeing weekly schedules and assisting in training
- Manage high volume of guests and large groups to ensure successful tour check in and send off
  - We have 3-4 campus tours per day, usually at max registration capacity
- Oversee the Visitors Center front desk, including operating the Visitors Center multi-line phone system
- Support departmental email account consisting of inquiries related to campus visits and general admissions inquiries
- Attend weekly staff meetings
- Participate in various Visitors Center/Admissions Officer projects
- Assist with Admissions Office administrative tasks or duties as needed

**Compensation:**

The Visitors Center is open Monday-Friday 9am-5pm and select Saturdays 10am-1pm for campus tours. The intern will work a consistent schedule of 35 hours per week, with flexibility for days off or adjustments as needed. The internship will be around 10-13 weeks with a start day in late May and an end date of mid-August, 2024, with flexibility on the start and end dates to accommodate the intern's schedule. The pay rate for this position is \$20 per hour.