



# Example of Outreach Representative Job Description

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Our company is growing rapidly and is looking to fill the role of outreach representative. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for outreach representative

- Works with the organization's communication designers to produce marketing items to promote services
- Demonstrate a high level of professionalism, excellence in customer service and community building, and the ability to display a positive and enthusiastic attitude
- Welcome guests, prospective students and continuing students to the Welcome Center and the Student Success Center and provide personalized assistance
- Provide current, accurate, and relevant information and coach through the enrollment and registration process
- Facilitate Get Started Sessions and campus tours as needed/when requested
- Per the implementation of the new onboarding model, assist the A & O staff with facilitation of Registration Labs during Orientation season
- Ensure that the Mount Antero lobby remains clean and that furniture placement contributes to a welcoming atmosphere
- Assist students with sign in procedure at the Student Success Center
- Serve as a representative in the multi-line Call Center responding to caller questions, providing courteous service and accurate information
- Participate in call campaigns as/when needed

## Qualifications for outreach representative

- Working knowledge of computer keyboarding and basic applications such as Windows Office to include Outlook
- BSN, PHRN, or Paramedic preferred
- PA Driver's License
- Requires critical thinking and decisive judgment and the ability to work independently
- 5 years of healthcare related experience as a RN or comparable clinical area required