

The University of Akron  
**Classification Specification**

<b>Job Title:</b>	Student Enrollment Counselor	<b>Job Code:</b>	80952
<b>Job Function:</b>	Staff	<b>Grade:</b>	117
<b>Job Family:</b>	Bargaining Unit	<b>FLSA:</b>	Non-Exempt
<b>SOC Description:</b>	7000 Student Services Division	<b>Date:</b>	2/5/14

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**Job Summary:**

Develop activities, counsel, and process paperwork for programs and services. Maintain records related to student records as they pertain to state residency, admissions, transfer work, veterans affairs, athletic eligibility, financial aid and university policies and procedures.

**Essential Functions:**

40- 50% Counsel students as to proper application steps and processes necessary to insure students receive the services provided by the university, by the state and by federal programs.

20% Provide accurate implementation of University policies and provide proactive quality customer service in their specialty area to the campus community.

20% Manage, implement, and maintain proper documentation standards to ensure the integrity of records. Conduct daily interactions with university departments concerning changes in processes, upgrades or correction of errors within the student information systems.

15% Research and resolve problems related to student records for all members of the campus community. Respond to suggestions for improvements and enhancements of processes. Direct and coordinate the computer related operations within their jurisdiction. Evaluate needs and perceives deficiencies in processes/programming. Recommend changes and prepares specifications for such changes.

10% Interpret and enforce academic and administrative policies. Compile and distribute data/statistics and reports. Perform other functions as requested.

**Education:**

Requires 18 months of education or training beyond high school.

**Licenses/Certifications/Requirements:**

None.

**Experience:**

Requires a minimum of 4 years experience in student advisement, counseling and/or enrollment services. Strong communication and computer skills required. Strong problem solving and research skills required. Ability to interact with individuals of diverse cultures and backgrounds required.

**Leadership:**

Responsible for directing and monitoring the work of student and/or temporary workers.

**Physical Requirements:**

Job is physically comfortable; individual is normally seated and has discretion about walking, standing, etc. May occasionally lift very lightweight objects.

**Working Conditions:**

Standard working environment with possible minor inconveniences due to occasional noise, crowded working conditions and/or minor heating/cooling or ventilation problems. Near continuous use (>70% of the time) of a video display terminal.

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The intent of this classification specification is to provide a representative summary of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description. The University requires that all University employees whose assigned duties include some involvement with The University of Akron's intercollegiate athletics program, comply with all relevant NCAA Bylaws in performing their work.