

The University of Akron
Classification Specification

Job Title: Enrollment Services Associate
Job Function: Staff
Job Family: Classified
SOC Description: 7000 Student Services Division

Job Code: 47422
Grade: 115
FLSA: Non-Exempt
Date: 1/04;1/03;9/01

Job Summary:

Examines, reviews, and verifies data involving student records in one of the functional area of the University Registrar's Office. Performs a variety of standardized research/problem solving procedures. Interacts with deans and department heads to resolve specific problems. May also provide counseling to students.

Essential Functions:

20% - 60% Develops procedures to resolve issues/concerns or errors of omission as relates to information in the student database systems; enters and verifies data; generates reports. Responds to inquiries from deans and departments; students and off-campus agencies both in-person and via telephone.

20% - 40% Provides assistance and guidance to students with specific issues/concerns; also may counsel students as to academic scheduling. Resolves problems presented by colleges or departments relating to area of responsibility.

10% - 20% Provides student services within University policy and federal application of FERPA. Retains documents in accordance with AACRAO "Retention and Destruction Schedule".

10% Creates correspondence, reports and/or schedules as appropriate.

Education:

Requires 18 months of education or training beyond high school.

Licenses/Certifications/Requirements:

None.

Experience:

Requires a minimum of 2 years experience in general office practices and procedures. Strong communication and computer skills required. Requires ability to provide customer service, work independently and be detail oriented. Ability to interact with individuals of diverse cultures and backgrounds required. Educational administration experience preferred.

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:

No major sources of working conditions discomfort, standard working environment with possible minor inconveniences due to occasional noise, crowded working conditions, minor heating/cooling or ventilation problems, and/or up to 40% use of PC terminal.

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.