**P4: Level Standards**

**GENERAL ROLE**

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence. Positions at this level may supervise student or support employees.

Incumbents:

* Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
* Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
* Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

**INDEPENDENCE AND DECISION-MAKING**

*🡪 Supervision Receive*d

* Works under direction.

*🡪 Context of Decisions*

* Decisions should involve selecting an approach from among alternatives, timing when certain tasks should be performed, determining how to best use available resources, and other similar choices.
* Decisions require more coordination and collaboration among different sources, taking into consideration the roles and impact on work outside the immediate organization.

*🡪 Job Controls*

* Has the latitude to make decisions on projects that they are accountable for delivering on.
* Free to plan and carry out all phases of work assignments.

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Assignments are defined as less reoccurring or cyclical tasks, and primarily consist of development or refinement of programmatic or administrative objectives.

*🡪 Course of Resolution*

* Resolution and project completion require substantial planning and scheduling within the department in order to obtain and align resources when and where needed.

*🡪 Measure of Creativity*

* Problems are not amenable to strict technical resolution, requiring innovative thinking.

**COMMUNICATION EXPECTATIONS**

*🡪 Manner of Delivery and Content*

* Regularly provides information on finished materials to others.
* Diplomatically and effectively deliver information difficult to understand or in contrast with a student or customer's views.

**SCOPE AND MEASURABLE EFFECT**

* Incumbents may supervise a small homogenous department, with proportionate responsibility to perform daily responsibilities similar to the work of subordinate staff.
* Actions typically affect an individual, item, event, or incident, etc.
* Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
* Incumbents are typically designated as a lead or frequently assigned project leadership roles within a specific administrative/programmatic function or specialty area.
* Generally, have a more direct impact on a larger action or process, such as serving as an approver in a process, where the process is “owned” by a different work unit.

**Job Template**

**GENERAL SUMMARY**

Serves as the most advanced resource in a specific area of admissions focus, regularly serving as a subject leader to colleagues, leadership, and external partners. Recruits prospective students through promoting the University by developing engagement activities and providing information about academic programs, University services, campus life, and coordinating and facilitating campus events. Reviews applicant credentials for admission to University.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under the direction of a supervisor or manager.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

* Provides guidance to other admission officers on and participates in promoting, enhancing, and identifying the University’s enrollment target.
* Designs and develops area-focused marketing and recruiting strategies and special programs to meet enrollment goals, utilizing current market and demographic data and research techniques.
* Works with the marketing team to develop strategies to include events, marketing materials, multi-media resources, and distribution timing for the assigned target audience.
* Conducts informational interviews, meetings, or programs designed to promote admission or higher education.
* Prepares studies, reports, and recommendations and oversees the revision of informational and promotional materials and forms.
* Advises University personnel and public constituencies regarding admission and/or transfer to the University.
* Works with academic programs to obtain a sufficient understanding of programmatic requirements and restrictions. Ensures other admissions officers share that understanding.
* Reviews and enforces academic program requirements and enrollment restrictions for all University schools and colleges, special programs, and five regional campuses.
* Counsels prospective applicants, parents, and counselors regarding admissions requirements, academic and athletic eligibility, program options, residency requirements, course and credit equivalencies, and alternative educational choices, where appropriate.
* Leads staff, including student workers and support staff, as assigned
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Bachelor’s degree in related field.
* Five years of related experience.

**COMPETENCIES**

**Knowledge of:**

* University’s admissions criteria and practices, considerable knowledge of
* Available academic programs and requirements for entry
* The principles and practices of evaluating academic credentials based on different grading systems, considerable knowledge of
* Federal regulations for financial aid
* Microsoft Office and related software applications
* Awareness and understanding of cultural differences and socioeconomic strata

**Skill in:**

* Implementing strategic recruitment programs
* Collaborating, planning and organization work within and across teams
* Understanding students and fostering student success
* Developing and maintaining effective and appropriate working relationships within across teams
* Critical thinking and reasoning skills, problem solving and analysis
* Analyzing available information, drawing conclusions and understandings, and presenting such conclusions effectively to senior management

**Ability to:**

* Work collaboratively with internal partners to develop standards and policies for admissions
* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Produce internal campus reports
* Maintain the confidentiality of information and professional boundaries
* Work independently to analyze available information, develop conclusions, and present recommendations to manager
* Review past student academic performance and understanding how it will fit into studies at the university