**P3: 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.

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
* Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice
* May specifically supervise several student employees

**DECISION MAKING**

*🡪 Supervision Receive*d

* Works under limited supervision

*🡪 Context of Decisions*

* Utilizes general departmental guidelines to develop resolutions outside the standard practice

*🡪 Job Controls*

* Possesses considerable freedom from technical and administrative oversight while the work is in progress
* Defines standard work tasks within departmental policies, practices, and procedures to achieve outcomes
* Serves as the advanced resource to whom more junior employees go to for technical guidance

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Handles a variety of work situations that are cyclical in character, with occasionally complex situations
* Issues are regularly varied
* Problems tend to be technical or programmatic in nature

*🡪 Course of Resolution*

* Assesses a variety of situations, and develops resolutions through choosing among options based on past practice or experience

*🡪 Measure of Creativity*

* Issues are solvable through deep technical know-how and imaginative workarounds
* Most of the obstacles, issues or concerns encountered require considering alternative practice or policy interpretation

**COMMUNICATION EXPECTATIONS**

*🡪 Manner of Delivery and Content*

* Regularly provides information on finished materials to others

**SCOPE AND MEASURABLE EFFECT**

* Actions regularly 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 have an indirect impact on a larger action or process; such as serving as a single component in an approval process, where the process is “owned” by a different work unit
* May be designated to guide or organize the work of several student employees within the unit

**Job Template**

**GENERAL SUMMARY**

Recruits prospective students through promoting the University by providing information about academic programs, University services, campus life, and coordinating and facilitating campus events. Reviews applicant credentials for admission to the University.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under limited supervision 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.*

* Promotes and enhances efforts to achieve the University’s enrollment target.
* Delivers individual marketing and recruiting strategies and special programs to meet enrollment goals, utilizing current market and demographic data and research techniques.
* 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.
* Designs and edits multi-media informational and promotional materials.
* Conducts informational interviews, meetings, or programs designed to promote admission or higher education.
* Maintains and updates permanent admission records, catalog library, and other related files. Compiles official admission reports.
* Leads student employees and support staff, as assigned.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

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

**COMPETENCIES**

**Knowledge of:**

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

**Skill in:**

* Planning and organization
* Understanding students and fostering student success
* Developing and maintaining effective and appropriate working relationships

**Ability to:**

* Implement and/or deliver recruitment programs
* 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
* Critical thinking and reasoning skills, problem solving, and analysis
* Review student’s past academic performance and understand how it will fit into studies at university