



# College of Education

UNIVERSITY OF COLORADO COLORADO SPRINGS

## **Graduate Assistant – Admissions and Enrollment Management Specialist**

*Student Assistant IV*

**College of Education**

**Division of Academic Support and Student Success**

### **Nature of Work**

The College of Education takes great pride in preparing teachers, leaders, and counselors who embrace equity, inquiry, and innovation. The College of Education's Division of Academic Support and Student Success works to enhance the educational experience of all students by facilitating personal growth, leadership, and career-related opportunities for all College of Education students. The division's five focus areas outlined in its strategic plan are as followed: *Engagement and Belonging; Learning and Academic Collaboration; Diversity and Global Consciousness; Branding and Marketing; and Financial Stewardship and Organizational Resiliency.*

The Graduate Assistant for Admissions and Enrollment Management within the College of Education will serve as a para-professional for the Division of Academic Support and Student Success. This position will require on average 20-25 hours of work per week. At least three fourths of the hours must be completed during business days/hours (M-F: 8:00am-5:00pm) and will vary based on events and programs held each week. The Graduate Assistant will report directly to the Assistant Dean and work collaboratively to establish priorities and develop processes to achieve established goals in line with the College of Education's strategic plan for academic support and student success. He/She/They/Ze is responsible for assisting in the development, implementation, administration, and evaluation of an integrated and comprehensive admission and enrollment management plan for the College of Education. Primary emphasis of responsibilities will range from responding to prospective student queries through processing materials associated with the admission's process. This person must have the ability to work independently during variable work hours.

### **Learning Outcomes**

This position will directly allow the student to gain experience in the following Council for the Advancement of Standards in Higher Education (CAS):

- Intellectual Growth
- Effective Communication
- Career Choices
- Leadership Development
- Meaningful Interpersonal Relationships
- Independence
- Collaboration
- Appreciating Diversity
- Personal and Educational Goals

**College of Education | Division of Academic Support and Student Success**

Columbine 3022 • University Hall B-232 • 1420 Austin Bluffs Pkwy • Colorado Springs, CO 80918  
719-255-4996 • [sho@uccs.edu](mailto:sho@uccs.edu)



## **Supervision Received**

This position reports to the Assistant Dean. Additionally, this position will be evaluated annually at a minimum, typically at the conclusion of each semester, to determine the quality and effectiveness of the work accomplished and progress in achieving learning outcomes:

### Intellectual Growth

Understand various administrative processes and operational functions related to the admissions process

### Effective Communication

Through written and verbal communication, provide weekly, monthly, and quarterly updates to COE faculty and staff regarding admissions and enrollment data

### Career Choices

Establish clear connections between role as GA for admissions and this functional area of SA (supporting prospective students)

### Leadership Development and Independence

Identify areas for autonomy, ownership, and responsibility

### Meaningful Interpersonal Relationships

Model and create opportunities for relationship building across campus

### Collaboration

Collaborate with faculty program coordinators, dean suite support staff, and academic specialist on department and college-wide events

### Appreciating Diversity

Model and expect demonstrated appreciation for all individuals

### Personal and Educational Goals

Established personal and professional goals and takeaways

## **Position Responsibilities**

The Graduate Assistant or Admissions and Enrollment Management Specialist is responsible for supporting all aspects of enrollment services related to admissions, registration, and records for prospective and new students within the College of Education at UCCS. This position supports all newly admitted students with specific enrollment related needs. This Graduate Assistant will provide detailed information about all degree programs, help with the enrollment process and academic onboarding for all programs offered within the college, and work with students in-person, on the phone, on virtual platforms, or via email to complete the steps to enrollment. This position is expected to maintain clear and updated communication with the Assistant Dean regarding admissions and enrollment management priorities, procedures, improvements, issues, etc.

## **Admissions and Enrollment Advising**

- Provide high quality customer service to prospective, new, and current students, as well as College of Education faculty, staff, and the public.

- Support all three College of Education academic departments by cultivating relationships with faculty and staff, and supporting admissions and enrollment efforts, including but not limited to: creating and managing application spreadsheets, pushing applicants through the admission and enrollment processes, keeping up to date on all program deadlines and requirements, and updating College of Education webpages accordingly.
- Provide direct service to students in-person, on the phone, via live chat, and via email to determine the applicant's/student's need(s) and provide service as appropriate through immediate solution or referral to the appropriate person or department.
- Provide comprehensive and detailed guidance or liaison support for college-specific issues for Admissions and Enrollment Services related questions as well as anything related to registering for classes. This includes but is not limited to questions/issues regarding: the admissions application, the application process, residency status, registration holds, the financial aid and scholarship processes, course registration, class permissions, etc.
- Utilize *Onbase* and CU's Integrated Student Information System (*CU-SIS*) to access student records, update student/applicant information, process student/applicant records, pull application/enrollment queries, and communicate with students and academic departments.
- Move prospective students through the recruitment and enrollment process; including (but not limited to), collecting proper documentation for student matriculation, scheduling admission interviews, and all other activities related to on-boarding new students. The student should be prepared for a successful transfer to their assigned Academic and/or Faculty Advisor.
- Explain college, state, and federal policies, procedures, and information related to admissions, enrollment, placement, and student services to internal and external college constituents.
- Problem solve and investigate in collaboration with campus partners to resolve admissions and enrollment issues.
- Provide input on improving processes and procedures related to providing enrollment service to students and supporting academic departments.

## Document Processing

- Utilize Adobe Sign to process student and state documents for signature from appropriate parties.
- As a result of pro-active information-management, process student files and other documents received in support of helping students complete the admissions and enrollment process.
- Process documents accurately according to a standard operating procedure.
- Participate in quality control processes and procedures to ensure and improve document processing.

## Other Duties and Responsibilities

- Participate in student information system and customer relationship management software training and professional development.
- Provide fingerprinting payment codes to all current students in need of fingerprinting.
- Attend job specific workshops, conferences, training, and other professional development

opportunities.

- Contribute, attend, and actively participate in meetings, trainings, retreats and other related functions. Regularly update continuity documents and procedure manuals.
- In the event of an absence, a minimum of 24 hours' notice must be given.
- Set and maintain office/functional hours as agreed upon by the Graduate Assistant.
- Return inquiries and/or requests via phone, email within 48 hours.
- Perform other duties as assigned.

Expectation once you join our team

- Adobe Sign, Adobe Cloud, Adobe Acrobat, etc.
- Gain knowledge of integrated student information systems, e.g., CU SIS, OnBase, or Degree Audit.
- Be efficient and accurate with tasks
- High emotional intelligence to problem solve and support prospective students, current students, faculty, staff, community members, and alumni

### **Minimum Qualifications**

- Bachelor's degree from accredited college or university is required
- Must be enrolled in a graduate program at UCCS
- Strong organization, communication, and problem-solving skills with the ability to prioritize
- Demonstrated experience with Microsoft Office Word, Excel, PowerPoint, and Outlook
- Ability to provide high level customer service to individuals and groups in-person, MS Teams, Zoom, over the phone, and via email

### **Preferred Knowledge, Skills, and Abilities**

- Knowledge of Student Affairs in Higher Education (SAHE) or School Counseling
- Ability to work independently and self-start; identify needs of an office and carry out those functions
- Excellent oral and written communication skills, interpersonal skills, organizational skills, and public speaking and presentation skills
- Energy, creativity, individual focus, leadership/team development
- Flexibility to work within a rapidly evolving and changing workplace
- Ability to work in a team environment and independently
- Open to feedback and continual learning
- Ability to meet deadlines as assigned
- Ability to learn and use multiple software systems to support operations
- Student conflict management skills

### **Compensation**

Compensation for this position is comprised of the following:

- This position will be classified as a Student Assistant VI Job Code 4106
- Position will begin on or after June 1, 2022
- This position starts at a wage of \$17.00/hour
- This position also receives \$8000 in tuition assistance (\$4000/semester) as funds are available

- Compensation for this position does not include benefits, and the student selected for this position works on average 20-25 hours a week. This position may not hold any other paid employment on any University of Colorado campus, including UCCS. Additional off-campus employment must receive prior approval.
- This position requires, at minimum, a year-long commitment.

## **Background Check**

Successful candidate must pass a background check to include license and educational verification, prior employment verification, sex-offender registry check, criminal and driving history.

## **Academics**

Academic success is extremely important to the department. All students working for the College of Education must maintain a minimum of a 3.0 cumulative grade point average, as per UCCS Graduate School Policy. Probationary periods may be implemented if grade point averages fall below a 3.0. The college has full description to evaluate your academic success based on college standards. All employees will be required to submit your grades to the Assistant Dean at the end of each semester.

## **How to Apply**

Submit a cover letter explaining your interest in the position, a detailed resume listing your experiences, and three professional references to Dr. Sandy Ho (sho@uccs.edu), Assistant Dean and Director of Student Affairs.

- *This position is eligible for sick leave under the Colorado Healthy Families & Workplaces Act*
- *The University of Colorado Colorado Springs is committed to providing a safe and productive learning, living and working community. To assist in achieving this goal, we conduct background investigations for all prospective applicants being considered for employment. Background investigations include a criminal history record check, and when appropriate, a financial and/or motor vehicle history check.*
- *UCCS is an equal opportunity and affirmative action employer. In compliance with applicable laws and in furtherance of its commitment to fostering an environment that welcomes and embraces diversity, the University of Colorado does not discriminate on the basis of race, color, creed, religion, national origin, gender, disability, age, veteran status, sexual orientation, gender identity or expression, genetic information, political affiliation or political philosophy in its programs or activities, including employment, admissions, and educational programs.*