



Graduate Assistant – Admissions and Enrollment Management

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-profession for the Division of Academic Support and Student Success. This position will require 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/Ze is responsible for assisting in the development, implementation, administration, and evaluation of an integrated and comprehensive 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

Supervision Received

This position reports to the Assistant Dean. Additionally, this position will be evaluated bi-annually, typically at the conclusion of each semester, in order to determine the quality and effectiveness of the work accomplished.

Position Responsibilities

The Graduate Assistant for Admissions and Enrollment Management 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 student's in-person, on the phone, or via email to complete the steps to enrollment.

Admissions Advising

- Provide high quality customer service to prospective, new, and current students; as well as College of Education faculty, staff, and the general public.
- Provide direct service to student's in-person, on the phone, and through email messaging to determine the student's needs 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, applying to the college, residency status, registration holds, the financial aid and scholarship processes, the enrollment process, cost of attendance, etc.
- Utilize *Onbase* and CU's Integrated Student Information System (*CU-SIS*) to access student records, update student information, and communicate with students and academic departments.
- Move prospective students through the recruitment and enrollment process; including (but not limited to), setting up interviews, collecting proper documentation for student matriculation, and all other activities related to on-boarding students into their first class. 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.
- Provide input on improving processes and procedures related to providing enrollment service to students and supporting academic departments
- Provide front desk coverage for the College of Education when needed during peak times.

Document Processing

- 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.
- Attend, job specific workshops, conferences, training, and other professional development opportunities.
- Contribute, attend, and actively participate in meetings, trainings, retreats and other related functions.
- 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 or fax within 24 hours.
- Perform other duties as assigned.

Minimum Qualifications

- Bachelor's degree from accredited college or university is required
- Must be enrolled in graduate program at UCCS
- Strong organization skills
- Excellent oral and written communication skills, interpersonal skills, organizational skills, and public speaking and presentation skills
- Energy, creativity, individual focus, leadership/team development
- Interest in helping first-generation students
- Flexibility to work within a rapidly evolving and changing workplace
- Ability to work in a team environment, but independently when necessary.
- Open to feedback and continual learning
- Ability to meet deadlines as assigned
- Ability to learn and use multiple software systems to support operations.
- Demonstrated experience with Microsoft Office Word, Excel, PowerPoint, and Outlook.
- Ability to provide high level customer service with individuals and groups in-person, over the phone, via email, and via text-message

Preferred Knowledge, Skills, and Abilities

- Knowledge of Student Affairs in Higher Education (SAHE) or School Counseling
- Knowledge of integrated student information systems, e.g., CU SIS, Banner, or Degree Audit.
- Tolerance for ambiguity, sense of humor, critical thinking skills, ability to work irregular hours, and serve as a member of the team

College of Education | Division of Academic Support and Student Success

- Ability to work independently and self-start; identify needs of an office and carry out those functions
- Supervisory experience of students, peers, or other related co-workers
- Student conflict management skills

Compensation

Compensation for this position is comprised of the following:

- This position will be classified as a Student Assistant IV.
- Position will begin on or after Jun 1, 2020.
- This position receives \$8000 in tuition assistance (\$4000/semester) plus \$13.00/hour.
- Compensation for this position does not include benefits, and the student selected for this position may not work, on average, more than 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

Please submit a cover letter explaining your interest in the position, a detailed resume listing your experiences, and three references to Dr. Terainer Brown (tbrown12@uccs.edu), Assistant Dean of the College of Education.