

Ohio University – Compensation 2014
Job Family: Enrollment Services | Career Track: Individual Contributor

Through the development and implementation of the Strategic Enrollment Management Plan, provides the University with end-to-end enrollment services to attract, retain, enroll, and graduate talented and diverse students to the University. Provides centralized services in alignment with university priorities and plans to effectively meet the enrollment needs of the institution through effective recruitment and enrollment; financial aid awarding and leveraging; as well as management of curriculum, class scheduling, student registration, certification of enrollments, student credit and course eligibilities. Meets the enrollment needs of the institution for fiscal stability and overall University mission and vision.
LEVEL PROGRESSION ASSUMES INCLUSION OF RESPONSIBILITIES AT LOWER LEVELS.

	Individual Contributor I	Individual Contributor II	Individual Contributor III	Individual Contributor IV	Individual Contributor V
Accountabilities	<p>PEOPLE May supervise student workers.</p> <p>Provides excellent customer service to internal and external constituents regarding enrollment processes, services, and programs.</p> <p>OPERATIONS Counsels and advises constituents on admissions, enrollment, and financial aid based on guidelines, rules, and regulations..</p> <p>Promotes the university and its offerings via group presentations and individual appointments. Assists with planning activities and execution of events.</p> <p>Assists in the development of recruitment plans. Manages recruitment activities and travel to support recruitment and student matriculation. Independently represents the University at school/institution visits and college fairs. Maintains positive relationships with prospective students and influencers within an assigned territory or population.</p> <p>Reviews candidates for transfer credit, admissions, graduate appointments, and residencies; exercises judgment to make admissions decisions based on established guidelines.</p> <p>Contacts and counsels students regarding financial aid eligibility, outstanding balances, account holds, etc. Requests additional information when needed. Process aid adjustments and disbursements. Works as a liaison to partner institutions to process aid for dually enrolled students.</p> <p>Maintains student records. Provides data from system as requested.</p> <p>Executes admissions, financial aid, and registrar initiatives as directed by manager.</p>	<p>PEOPLE May supervise student workers.</p> <p>Checks work of lower level staff. Mentors and trains staff on proper procedures.</p> <p>OPERATIONS Counsels and advises constituents on complex admissions, enrollment, financial aid, and registrar issues based on interpretation of rules and regulations.</p> <p>Performs day-to-day maintenance of database of courses and course fees. Adds courses to schedule and ensures posted requirements and information are correct. Interprets course requisites and exercises judgment to change or modify course requisites.</p> <p>Develops recruitment plans for assigned territory and manages a recruitment territory independently. Initiates, develops and maintains relationships with constituents within the territory. Plans and executes on- and off-campus events. Serves as liaison to an assigned academic college and /or administrative unit to facilitate integrated enrollment services.</p> <p>Builds and maintains elements of recruitment campaigns to facilitate enrollment communication. Manages fulfillment of direct mail initiatives and marketing materials.</p> <p>Determines and processes changes to student records and financial aid and scholarship award statuses using federal, state, and institutional guidelines. Manages individual student aid programs.</p> <p>Evaluates and analyzes curriculum and degree requirements and exceptions; understands and encodes degree requirements in complex degree audit system; and provides training on the degree requirement exception process.</p> <p>Evaluates and responds to requests for confidential student data; determines appropriateness with regard to federal, state, and university policies; writes complex queries to meet demand for student data; provides support to academic units for standard reports and queries as well as ad hoc.</p> <p>Provides data analysis support to manage student financial aid programs.</p>	<p>PEOPLE May supervise student workers and act as an advisor for other members of the department or function.</p> <p>Conducts training and review of staff on policies and procedures.</p> <p>Provides excellent customer service when handling complex client issues.</p> <p>OPERATIONS Counsels, advises, and recommends solutions to constituents on highly complex admissions, enrollment, financial aid, and registrar issues by interpreting and applying rules and regulations to non-routine situations and student populations.</p> <p>Collaborates with other departments to ensure effectiveness and continuity in enrollment strategies and tactics.</p> <p>Executes functional strategies and contributes to the success of department goals for enrollment and retention by managing special initiatives and projects on behalf of the unit. Manages high-impact student employment and volunteer programs that serve recruitment and yield, including hiring, training, supervision, budget, and functional programming.</p> <p>Coordinates recruiting activities and schedules across initiatives and audiences. May lead or guide the activities of other staff.</p> <p>Coordinates the creation and maintenance of student records. Ensures that proper procedures are followed and understood within the department.</p> <p>Advises department and functional leaders of the operational needs of area. Suggests changes to procedures and training based on understanding of best practices in area. Manages multiple student aid programs.</p> <p>BUDGET Reporting and reconciliation of operational and student aid program budgets, with limited supervision.</p>	<p>PEOPLE May supervise student workers.</p> <p>Oversees the work of clerical workers.</p> <p>OPERATIONS Coordinates with other employees to implement department-wide programs and policies. Directs the work of employees within certain area or program.</p> <p>Oversees and advises committees charged with making student aid and student record decisions.</p> <p>Assists in the development of policies and procedures to support functional and department strategies and objectives.</p> <p>Works closely with colleagues across departments and functions, agencies and other education institutions to develop strategic plans and programs to achieve enrollment, retention, and program goals.</p> <p>Initiates and manages highly complex, high-profile, or high-impact strategic projects and initiatives.</p> <p>Oversees and manages complex projects involving systems and technologies that provide critical support to academic units for core functions. Prioritize projects and enhancements to systems based on the needs of the University.</p> <p>Manages and reconciles student aid programs.</p> <p>BUDGET Monitors expenditures against budget. Provides reporting and reconciliation of operations and student air program budgets.</p>	None specified.

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Requirements	Knowledge and expertise in concepts, principles, and practices of education, academic administration, or related field typically obtained through a Bachelor's degree and 0 to 2 years of related student services experience. An equivalent combination of education, training, and experience is acceptable in lieu of the minimum education requirements. Specific knowledge, certifications, and licensure will apply at the position level.	Advanced knowledge and expertise in concepts, principles, and practices of education, academic administration, or related field typically obtained through a Bachelor's degree and 2 to 4 years of related student services experience. An equivalent combination of education, training, and experience is acceptable in lieu of the minimum education requirements. Specific knowledge, certifications, and licensure will apply at the position level.	Seasoned knowledge and expertise in concepts, principles, and practices of education, academic administration, or related field typically obtained through a Bachelor's degree and 4 to 6 years of related student services experience. An equivalent combination of education, training, and experience is acceptable in lieu of the minimum education requirements. Specific knowledge, certifications, and licensure will apply at the position level.	Expert knowledge and expertise in concepts, principles, and practices of education, business administration, or related field typically obtained through a Master's degree in academic administration and 5 or more years of related student services experience. An equivalent combination of education, training, and experience is acceptable in lieu of the minimum education requirements. Specific knowledge, certifications, and licensure will apply at the position level.	

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