

**Ohio University – Compensation 2014**  
**Job Family: Enrollment Services | Career Track: Management**

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.

	Management I	Management II	Management III	Management IV	Management V
<b>Accountabilities</b>	<p><b>PEOPLE</b> Oversees the daily activities of a group of employees performing similar work.</p> <p>Directs the work of students. Trains student workers in standard procedures. May evaluate student job performance.</p> <p>Responsible for establishing and cultivating a work culture that is customer service oriented, productive, healthy, and valuing of diversity.</p> <p><b>OPERATIONS</b> Performs work similar to those supervised. Utilizes systems to administer enrollment, admissions, financial aid, grading, and credit awarding processes.</p> <p>Works with constituents to troubleshoot problems with enrollment, admissions, financial aid, and other relevant tools and systems.</p> <p>Counsels students and families on standard loan and financial aid issues. Coordinates disbursement of loans and financial aid.</p> <p>Understands and applies University policies and requirements regarding admissions, course registration, the awarding of credit, financial aid, and other enrollment services processes.</p> <p>Maintains student data in systems and applies University confidentiality standards. Fulfills data requests that fall within clear guidelines.</p> <p><b>BUDGET</b> Reporting and reconciliation of operations or programmatic budgets, with supervision.</p>	<p><b>PEOPLE</b> Supervises and coordinates lower level staff work plans. Hires, trains, evaluates, and directs the work of employees.</p> <p>Manages employees who are performing related tasks.</p> <p><b>OPERATIONS</b> Understands and interprets University policies related to enrollment, admissions, financial aid, university registrar and other processes in order to solve complex customer problems.</p> <p>Utilizing a thorough understanding of University policy and other requirements, creates and implements unit-level processes and tools in order to aid staff in the interpretation and implementation of requirements and restrictions on enrollment services areas.</p> <p>Develops targeted strategies over a focused area of responsibility for enrollment services office functions.</p> <p>Manages central enrollment service functions for specified unique populations such as Regional Campuses, and/or ELearning populations in addition to Athens Campus.</p> <p>Ensures that department employees follow established guidelines for handling sensitive data.</p> <p><b>BUDGET</b> Reporting and reconciliation of operations or programmatic budgets, with limited supervision.</p>	<p><b>PEOPLE</b> Manages, delegates, and prioritizes the work plan of a unit or department that performs a diverse set of activities. Sets department goals and objectives.</p> <p>Guides and reviews the work of staff members to ensure that work is aligned with operational goals of the department.</p> <p><b>OPERATIONS</b> Develops the operational goals and strategy of the unit or department. Sets work objectives for staff in order to achieve the vision for the unit or department.</p> <p>Designs and implements programs to support the recruitment, enrollment, and retention goals of the University.</p> <p>Oversees recruitment, admissions, financial aid, or registrar processes. May act as a member of teams tasked with making enrollment decisions.</p> <p>Trains staff on department policies and external regulations related to area.</p> <p><b>BUDGET</b> Monitors expenditures. Manages budgets related to financial aid. Influences the development of budgets.</p>	<p><b>PEOPLE</b> Determines and aligns operational goals with University and functional strategies. Directs the development of department work plans.</p> <p>Manages staff and sets operational objectives across enrollment services.</p> <p><b>OPERATIONS</b> Assists in the development of functional strategies and oversees the implementation of the function-wide operational objectives and strategies.</p> <p>Assists in the design of enrollment management plans and recruitment, admissions strategies, and financial aid.</p> <p>Oversees the operations and activities of multiple areas of enrollment services. Designs and implements creative and innovative processes and procedures in order to achieve functional objectives.</p> <p>Recommends and implements technology initiatives within the function designed to make the functions more efficient and client-focused.</p> <p>Administers key strategic initiatives as instructed by functional and University leaders.</p> <p>Oversees and manages complex strategic goals involving policies, systems and technologies that provide critical support to administration and academic University offices, departments, and faculty. Prioritizes projects and enhancements to systems based on the needs of the University.</p> <p><b>BUDGET</b> Forecasts, develops, and manages business plans and budget.</p>	<p><b>PEOPLE</b> Manages managers of multiple complex enrollment services within a functional area. Serves as the primary technical and operations lead for the University for an enrollment service program or function. Collaborates with executive management to align and support enrollment goals necessary to achieve overall university growth and effectiveness.</p> <p><b>OPERATIONS</b> Lead of oversee a wide range of complex enrollment services operations in alignment with University strategic plans.</p> <p>Develops strategies and initiatives that impact the University's position in the competitive market and directly advance the University's long-term vision.</p> <p>Oversees the long-term planning of high-impact department or unit. Determines organizational priorities and sets strategies that align with long-term goals.</p> <p>Works closely with leadership to develop University-wide strategies and long-term plans that affect department or function.</p> <p>Fosters excellent, efficient enrollment services within academic and administrative units University-wide.</p> <p><b>BUDGET</b> Develops, reviews, and monitors entire department or unit budget.</p>

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<b>Requirements</b>	<p>Knowledge and expertise in concepts, principles, and practices of enrollment and/or student services typically obtained through a Bachelor's degree in education, academic administration, or related field and 2 or more years of experience including lead and/or supervisory 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.</p>	<p>Knowledge and expertise in concepts, principles, and practices of enrollment and/or student services typically obtained through a Master's degree in education, academic administration, or related field and 3 or more years of experience including supervision. 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.</p>	<p>Knowledge and expertise in concepts, principles, and practices of enrollment and/or student services typically obtained through a Master's degree in education, academic administration, or related field and 4 to 6 years of experience including significant management 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.</p>	<p>Seasoned knowledge and expertise in concepts, principles, and practices of enrollment and/or student services typically obtained through a Master's degree in education, academic administration, or related field and 6 or more years of experience including experience managing a team of professional employees. 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.</p>	<p>Expert knowledge and expertise in theories, concepts, and practices of enrollment and/or student services typically obtained through a Master's or postgraduate degree or equivalent in education, academic administration, or related field and 8 or more years of professional experience. This will include significant experience managing financial and human resources as well as experience developing, gaining support for, and executing short- and long-term strategic plans. 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.</p>