

The University of Akron
Classification Specification

Job Title:	Mgr Enrollment Services	Job Code:	47426
Job Function:	Staff	Grade:	119
Job Family:	Classified	FLSA:	Exempt
SOC Description:	7000 Student Services Division	Date:	12/07;1/04;9/01

Job Summary:

Serve as unit manager, performing work of a complex nature within their functional area. Develop and manage the process used to provide student services while administering University policies governing the functional area.

Essential Functions:

30% Provide accurate implementation of policy to the campus community and proactive quality customer service in their specialty area. Resolve inquiries from campus community with unique problems that cannot be solved by conventional methods. Assist with high student volume at peak times.

20% Manage, implement, and maintain proper documentation standards to ensure the integrity of records. Provide methods of quality control/checks where appropriate. Conduct daily interactions with university departments concerning discrepancies, errors of omission and recommends changes in processes.

15% Research and resolve problems related to student records. Direct and coordinate the computer related operations within their jurisdiction. Evaluate needs and perceives deficiencies in business processes, recommend changes and prepare specifications for such change. Direct acquisition and analysis of data for decision making and planning purposes. Manage incoming data, correspondence, and make budget recommendations for equipment or supplies within area of assigned responsibility.

10% Interpret and enforce academic and administrative policies. Assist in the administration and interpretation of policies relating to the academic records, enrollment procedures, auditing and compliance procedures, systems administration, course and events management. Explain policies, procedures, rules and regulations to the campus community and assist with complaint resolution.

10% Network with professional counterparts inside and outside the University. Work closely with academic and administrative officers/committees to facilitate the interchange of information by electronic and other means. Participate in professional associations and researches new IT developments in areas of specialization.

10% Evaluate, train, and direct subordinates to maintain and improve productivity by developing expectations, objectives, and counseling employees.

Education:

Requires 18 months of education or training beyond high school.

Licenses/Certifications/Requirements:

None.

Experience:

Requires a minimum of 4 years experience in a student services environment with supervisory responsibilities. Registration experience is preferred. Strong communication, problem solving, management, and computer skills required. Ability to develop and implement new processes required and strong organizational skills required. Ability to interact with individuals of diverse cultures and backgrounds required.

Leadership:

Direct supervision and evaluation of work as a first-line supervisor over non-exempt staff including hiring, terminating, disciplining; or functional guidance and/or project leadership over exempt staff engaged in activities of a recurring basis.

Physical Requirements:

Job is physically comfortable; individual is normally seated and has discretion about walking, standing, etc. May occasionally lift very lightweight objects.

Working Conditions:

The intent of this classification specification is to provide a representative summary of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description. The University requires that all University employees whose assigned duties include some involvement with The University of Akron's intercollegiate athletics program, comply with all relevant NCAA Bylaws in performing their work.

No major sources of working conditions discomfort, standard working environment with possible minor inconveniences due to occasional noise, crowded working conditions, minor heating/cooling or ventilation problems, and/or up to 40% use of PC terminal.

The intent of this classification specification is to provide a representative summary of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description. The University requires that all University employees whose assigned duties include some involvement with The University of Akron's intercollegiate athletics program, comply with all relevant NCAA Bylaws in performing their work.