

### SECTION 1. POSITION INFORMATION

<b>a. Class No./Title:</b> 0104 - Office Specialist 2	<b>b. Competency Level:</b> 3
<b>c. Effective Date</b> 7/16/2013	<b>d. Position No:</b> H99814
<b>e. Working Title:</b> Admissions Office Specialist 2	<b>f. Work Unit:</b> Admissions
<b>g. Agency No.:</b> 58018	<b>h. Agency Name:</b> Oregon Institute of Technology
<b>i. Employee:</b>	<b>Supervisor:</b> Holly Anderson
<b>j. Work Location:</b> Admissions Department, College Union	
<b>k. Position :</b> Full Time Permanent Regular Hours	
<b>l. FLSA:</b> Non-Exempt	<b>Eligible for Overtime:</b> Yes

### SECTION 2. PROGRAMMING INFORMATION

**a. Describe the program in which this job exists. Include program purpose, who is affected and scope. Include relationship to institutional mission.**

The Admissions Office Specialist 2 will serve the Admissions Department providing customer service, reception and generally functioning as the first point of contact for students requesting information on OIT programs, admissions policies and process information, admissions counseling, and referral to other areas of campus. It serves current and prospective students from Oregon, the nation and internationally, and as an integral resource for staff supporting admissions on multiple OIT campuses. This position provides essential customer service, reception, and management of confidential and time sensitive documents arriving by mail, email, and fax. The OIT student record begins with this position, which receives and processes applications, transcripts, test scores and other sensitive documents before entering data, creating document imaging files.

**b. Describe the purpose of this position and how it functions within this program by completing this statement:**

This position provides direct service to prospective and current students and families based on a thorough working knowledge of OIT Admissions policies and operations, and a familiarity with Financial Aid issues. This position requires the ability to investigate the status of student applications, resolve holds on a student's account, competence with Banner, familiarity with student file documents (applications, transcripts, test scores, and other application documents), and knowledge of OIT programs, departments, services and values. This position manages the receipt, storage, distribution and processing of sensitive documents, and the inventory of recruiting and office materials. It also provides technical, clerical and administrative support to the work unit.

## **SECTION 3. DUTIES**

### **a. Major Duties**

Primary Point of Contact: Information and Customer Service (70%)

This person represents OIT Admissions as the primary point of contact for prospective and current students by phone, email and in person. As the first impression OIT offers to prospective students this person must greet, assist and explain laws, rules, regulations and policies with professionalism and service to students as a core value. Specific tasks include, but are not limited to the following:

- Provide accurate information and individualized assistance related to a student's application for admission, including OIT and OUS undergraduate admission policies, OIT admissions requirements, program admission, scholarships, and the status of each student's progress related to admissions.
- Cross-train with the Financial Aid Department to learn the basics of providing Financial Aid information. Provide backup reception during lunch hours, vacation, sick leave, and other absences.
- Communicate admissions policies and procedures regarding general admission, program admission, opportunities for campus visits, tours, and events; assist the Youth Programs and Visit Coordinator to schedule and confirm visits during peak busy times or vacations for the Coordinator.
- Utilize Banner, EMAS, the Internet and other OIT systems to provide information and problem solve individual student needs. Competence with Banner, Microsoft Office and the ability to use software to solve data collection and reporting problems; ability to learn new software applications, primarily an anticipated document imaging system (scanning, file management, electronic document sharing).
- Recognize when a student needs to meet with an Admissions or Financial Aid Counselor or with a Director or Assistant Director; assess the urgency of situations objectively, recognizing that students and the public are often under stress related to deadlines, financial issues, and academic pressures.
- Answer incoming phone calls, checking the main OIT office Audix messages, returning/forwarding calls as needed, reading/responding/forwarding email received via oit@oit.edu to Admissions staff for resolution.

Receipt and Processing of Admissions Documents, Materials and Fees (30%)

Receive, process and maintain secure confidentiality for Admissions mail, especially sensitive applications, transcripts, test scores and other documents. This position receives materials according to established procedures for date stamping, entry of data into Banner, establishing or updating Banner ID's for applicants, preparation of new student application files, and preparation of non-admit and re-enrolling applications into Banner. It is anticipated that a new document imaging system will add an additional level of scanning, electronic file management and document sharing responsibilities to this position.

### **b. Marginal Duties**

## **SECTION 4. WORKING CONDITIONS**

**Describe special working conditions, if any, that is a regular part of the job. Include frequency of exposure to these conditions.**

It is imperative the person in this position be well organized, efficient, and able to multitask despite frequent interruptions. At times this position must manage stressful situations, high traffic, and emotionally charged student or parent encounters with composure and patience. This position requires independent decision making, initiative, problem solving, and competent use of available resources. This person is also expected to be willing to learn and continue to grow professionally as policies and processes change and evolve over time. There is occasional overtime during peak periods, high volume of public contact in person and by phone. This position requires a person who enjoys dealing with the public, recognizes that service to students is a priority, and brings composure and diplomacy to stressful situations. The ability to deal with interruptions and to multitask is also paramount.

## **SECTION 5. GUIDELINES**

**a. List any established guidelines used to perform the job, such as state and federal laws or regulations, policies, manuals or desk procedures.**

This position works with federal, state, and campus rules, regulations, and policies as documented in publications, policy and procedures manuals, and FERPA guidelines.

**b. How are these guidelines used to perform the job?**

These guidelines will be used to guide accurate dissemination of information to students, the public, and other offices and agencies and to determine the effectiveness of processes in the OIT Admissions Offices.

**SECTION 6. WORK CONTACTS**

**With whom outside of co-workers in this work unit must this position regularly come into contact?**

<b>Who Contacted</b>	<b>How</b>	<b>Purpose</b>	<b>How Often</b>
Staff and faculty of OIT	Phone, e-mail, and in person	Answer questions, explain policies and processes, assist in scheduling meetings with Admissions staff	Daily
Vendors	Phone, e-mail, and in person	To forward calls, inquiries, and offers as appropriate	As needed
Prospective students, current students and family members of students	Phone, e-mail, and in person	Provide customer service, represent the policies and processes of OIT Admissions professionally and accurately	Daily
High school counselors and educational institutions	Phone, e-mail, and in person	To explain admissions criteria, financial aid eligibility, and scholarship application procedures	Daily

**SECTION 7. JOB-RELATED DECISION MAKING**

**Describe the kinds of decisions likely to be made by this position. Indicate the affect of these decisions where possible.**

The person in this position makes referrals to other staff members as necessary to resolve questions, maintain efficient operations, and protect the interests of students. The person refers students to the appropriate persons and/or departments at OIT including, but not limited to the Dean of Students, Counseling and Testing Office, CFLAT, TOP, Faculty, and any other staff who help resolve conflicts or provide student services.

**SECTION 8. REVIEW OF WORK**

**Who reviews the work of this position? (List classification title and position number.) How? How often? Purpose of the review?**

This position works with a high degree of independence. The Director of Admissions reviews the performance of this position as needed through face-to-face communication and by reviewing the work to ensure accuracy, efficiency, and volume of work completed. The person in this position will receive an annual performance evaluation, which includes a review of goals for the upcoming year.

**SECTION 9. ADDITIONAL JOB-RELATED INFORMATION**

**Any other comments that would add to the understanding of this position:**

This position must know the schedules and commitments of staff members at all times so they can refer students and arrange meetings and appointments effectively and in a timely manner. This position must understand the roles and

responsibilities of staff in Admissions and Financial Aid to appropriately refer students and to work effectively with those positions.