

**ORAL ROBERTS UNIVERSITY**  
**EMPLOYEE JOB DESCRIPTION**

**TITLE: Graduate School of Education  
Representative**

**DEPARTMENT: Graduate Education**

**PREPARED BY: Dr. John Patrick Otto**

**APPROVED BY: Dr. David Hand, Dean**

**DATE EFFECTIVE: June 21, 2007**

**DATE REVIEWED: August 1, 2012**

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**PRIMARY FUNCTION:**

The Graduate School Representative is responsible for managing recruitment efforts for the Graduate School of Education. Performs all significant recruiting and admissions functions necessary for the university to successfully accomplish its educational business and serve the admissions needs of the customers of the university. Incumbent will also serve in the capacity of a module courses coordinator.

**REPORTS TO:**

Chair of the Graduate School of Education

**SUPERVISES:**

Graduate Assistants for projects

**DUTIES AND RESPONSIBILITIES:**

<b>Task #</b>	<b>% of Time</b>	<b>Tasks</b>
1	10	Responsible to manage and strategize current and potential markets for ways to develop and reach prospective students. Develops, rates and pioneers contacts (including schools, ministries, churches, businesses, etc.) Acquires internal data for the purpose of determining the type of follow-up required to effectively move potential student through the admissions funnel. Independently researches and gathers information for every resource imaginable to assess which methods worked best, which trends are better and which activities produced the most results.
2	30	Responsible for personally contacting prospects and assisting them through the application process. Acts as the primary counselor for the daily incoming counseling calls and e-mails that come into the office. Provides academic counseling and advisement with prospective students in person, via phone, mail, and e-mail regarding academic programs of study, program requirements and scholarship programs. Ensures that students needing specialized advisement are referred to the School of Education, all the while continuing to assist those students through the admissions funnel. Responds to inquiries and correspondence on a daily basis. Initiates correspondence to selected prospects via letter, e-mails,

		cards, etc. in their respective locales. Provides each with appropriate information sometimes requiring problem solving with students having issues with regards to acceptance and/or special circumstances that may have a direct impact on their acceptance to the university. Maintains contact history in Goldmine database.
3	20	Maintains contact with prospective students and assists the Admissions Coordinator in moving prospects through the admissions funnel. Accountable for maintaining relationship with a designated pool of applicants, including informing applicants of acceptance, communicating relevant information with them and leading them along the admissions process via phone, visits and letters. Motivates student to complete their admissions file. Determines issues that may be inhibiting movement through the system and works to resolve the issues. Checks all submitted documents for accuracy, completeness, validity, and for any missing items. Resolves any unique issues that arise requiring special follow-up (i.e., prior arrests or convictions).
4	10	Coordinates logistical aspects of modular programs and Summer Institute and works with the graduate school to insure preparations are complete.
5	5	Monitors inventory and quantities of promotional materials and maintains adequate supply levels through timely replenishment. Provides input to the School on new materials/pieces needed. Maintain currency of data in graduate program web portal related to promotional elements, program descriptions and forms for applicants.
6	10	Represents the University at various recruitment events as assigned by the Dean. This involves coordination of event activities and travel: packing, shipping and the set up of informational materials or displays; preparing and presenting to large groups. May involve evenings and weekends. Coordinates materials and all details associated with each event and performs subsequent follow-up for contact and tracking purposes. Properly files travel-related forms such as purchase requests, travel advances and travel expense vouchers. Also responsible for making travel arrangements.
7	3	Coordinates other recruitment projects as assigned by the Dean and or Chair. i.e. facilitate the Mod and Summer Institute discounts, facilitate the Background check process
8	10	Maintains contact with newly accepted students through their matriculation. Assists in new student orientation and registration activities each semester and in the summer sessions.
9	2	Provides weekly reports of recruitment activities and communicates on the status of the program to the Dean and Chair.

## **JOB SPECIFICATIONS**

### **EDUCATION:**

A Bachelor's degree in Education or a directly related field of study is required.

### **LICENSE OR CERTIFICATION REQUIREMENT(S):**

Must possess a valid Oklahoma driver's license and have an excellent driving record for the purpose of driving university leased vehicles.

### **EXPERIENCE:**

Requires a minimum of two (2) years related work experience. Cold-calling and sales experience is a plus. Must have experience in public and interpersonal communication.

### **SKILLS:**

Must be computer-literate to include Microsoft applications. Desktop publishing and/or design skills a plus. Familiarity with Banner Relationship Management (BRM) is a plus, but willing to train.

Good spelling, grammar and mathematical skills are a must. Must have an eye for detail due to the need for accurate record keeping of information that is personal, monetary, and time-sensitive related.

### **ABILITIES:**

Must be able to perform as an ambassador, exhibiting genuine enthusiasm for the University. Must have the ability to exercise discretionary judgment.

Must have the ability to work both as a team member and independently.

Quickly establishes and maintains rapport with students, faculty, alumni, and administration from varying cultural backgrounds.

Excellent problem solving, leadership and time management skills are a must.

Exercises sound judgment regarding organizational and departmental regulations, procedures, and policies.

Must maintain a professional appearance and demeanor at all times.

Must have excellent organizational and interpersonal skills and be able to articulate information well, both verbally and in written form.

Must be self-motivated and have the ability to prioritize multi-tasks in the midst of a fast-paced, high-demand work environment while always maintaining a professional demeanor.

Remains flexible with regard to external factors that may affect the work schedule. (Examples: Change in flight plans, prospective students or parents who require an immediate response, etc.)

Must maintain a high level of confidentiality of information.

Maintains compliance with the Family Educational Rights and Privacy Act (FERPA) policy and its' procedures.

**DEPARTMENT LOCATION:**

The Graduate Education Department is located on the 5<sup>th</sup> floor of the Graduate Center. The office is accessible using an elevator, stairs, internal chair lift, external ramp or a combination of the same. Should an accommodation be required, please notify Human Resources.

**PHYSICAL & ENVIRONMENTAL DEMANDS will include but not be limited to:**

Sitting, standing, walking, bending, stooping, manual dexterity for use of office machines and equipment and occasional light to heavy lifting (display cases and materials for recruitment trips equipment). Vision to include: near, far, depth perception, peripheral, visual accommodation, and color. Must have the ability to hear clearly and distinctly for effective communication with parents, students, faculty and staff both in person and through electronic or printed means.

Primarily works inside with normal office equipment. The office is properly illuminated and is appropriately climate-controlled with normal heating and cooling. Temperatures may vary some. On occasion attendance at events being held out-of-doors may be required.

**HOURS OF WORK & ATTENDANCE**

Normally scheduled hours are Monday through Friday, from 8:00 am to 5:00 pm. Position may require incumbent to work outside of the normally scheduled office hours to include evenings and weekends as the need dictates. Incumbent must be flexible to this regard.

Reports for scheduled work shift(s) in a dependable and timely fashion in order to assure the smooth operation of the work unit and to minimize the interruption or delay of regular work output for the department. Has no (or very rare) unscheduled absences, occurrences of tardiness, or requests to leave early. (See Employee Handbook for more detail.)

**TRAVEL**

Requires occasional travel by air or personal vehicle and includes occasional overnight stays. Travel by vehicle includes ones' personal vehicle or a university leased vehicle.

**LIFESTYLE**

Must adhere to the Code of Honor for Oral Roberts University.

**This position requires the following Background Check:**

- MVR
- Credit
- Criminal

**NOTE:** This description is to indicate the kinds of tasks and levels of work difficulty that will be required of this position. It is not intended to limit or in any way modify the right of the supervisor to assign, direct and control the work of employees under his/her supervision. The use of a particular expression or illustration to describe duties does not prohibit the assigning of additional duties that may be similar in kind or in difficulty as needed.