

# position description

Date: December 2021

Title: Clerk 4, Graduate Admissions Coordinator

Department: School of Graduate Studies

Management Center: University General

Location: Tomlinson Hall, Room 203

Supervisor Name and Title: Aaron McPeck, Assistant Director of Enrollment and Engagement

## Job Description

### POSITION OBJECTIVE

Work with the Assistant Director of Enrollment to process and maintain graduate admissions applications. Devise procedures and recommend best practices for the entire graduate admission process and for maintaining complex record-keeping and/or systems. Assume independent responsibility for the initial inquiries regarding the admissions application process for 90+ graduate programs. Review and make decisions on requests to waive application fees, required test scores and other admission requirements.

### ESSENTIAL FUNCTIONS

1. Process and monitor applications for graduate admission from submission to matriculation through Slate CRM. Generate admissions emails regarding admission status and outstanding documents. Approve waivers of application fees and other required admission materials, as appropriate. (40%)
2. Resolve issues with conditional admission files missing transcripts and official test scores. Ensure the accuracy of files of admitted applicants, which includes verifying official academic transcripts and confirming standardized test scores. Devise procedures and make recommendations for the processing involved in maintaining complex record-keeping and/or systems. (15%)
3. Respond to email and phone inquiries from staff, faculty and prospective students with detailed graduate admissions regulations and requirements information. (10%)
4. Train and provide support to faculty and staff in using the online application system. Work with departments and the director in annual updates to applications and implementing roll outs of new functionality. (8%)
5. Utilize outside resources for verifying official documents including but not limited to Parchment transcript service, National Student Clearinghouse, Education Testing Service (ETS), World Education Services (WES) International Credential Evaluation, International English Language Testing System (IELTS) results and the Pearson Vue Score Report website. (6%)
6. Assume independent responsibility for working closely with departments to ensure that all applicants receive a decision letter in a timely manner. Follow up with all programs regarding pending files at the end of drop/add each semester. Enter Advisor data and remove records holds into the Student Information System. (6%)

### NONESSENTIAL FUNCTIONS

1. Work in coordination with Undergraduate Studies and the graduate coordinators to receive proper documentation and process BS/MS and Integrated Graduate Studies (IGS) applications. Work directly with non-degree applicants to receive proper documentation and process applications. (5%)

2. Serve as backup for the office coordinator. Answer the main office phone and greet visitors as needed when the office coordinator is away. (5%)
3. Assist with staffing commencement, orientation, annual department workshops and the graduate awards ceremony. (5%)
4. Perform other duties as assigned. (<1%)

## CONTACTS

Department: Daily contact with all members of the School of Graduate Studies to coordinate admissions and office coverage.

University: Daily contact with academic departments with graduate programs, Registrar's Office; International Student Services and Undergraduate Studies to coordinate admissions decisions and paperwork.

External: Frequent contact with the general public and prospective students to discuss admission or direct to appropriate offices.

Students: Daily contact with applicants (potential students); students who call, email or walk into the office to coordinate application and admission documentation.

## SUPERVISORY RESPONSIBILITY

This position has no direct supervision of staff employees.

## QUALIFICATIONS

Experience: 4 to 5 years office experience required. Experience in a higher education environment and records or admission experience is preferred.

Education: High school education required; college degree preferred.

## REQUIRED SKILLS

1. Excellent interpersonal, written and oral communication skills.
2. Must be highly organized and detail oriented; able to complete tasks in a timely and accurate fashion and work under pressure.
3. Must be able to quickly and accurately enter data and coordinate efforts with other staff.
4. Experience with Microsoft Office.
5. Knowledge of the PeopleSoft Student Information System or Slate CRM a plus.
6. Ability to meet consistent attendance.
7. Ability to interact with colleagues, supervisors and customers face to face.

## WORKING CONDITIONS

General office environment. Due to the cyclic nature of the admission and registration processes, there are calendar periods (especially January through May) when the workload is heavy and may be stressful. The employee will perform repetitive motions using a computer mouse and keyboard to type. This position is eligible for the staff hybrid work program.

## Diversity Statement

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In employment, as in education, Case Western Reserve University is committed to Equal Opportunity and Diversity. Women, veterans, members of underrepresented minority groups, and individuals with disabilities are encouraged to apply.

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## Reasonable Accommodations

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Case Western Reserve University provides reasonable accommodations to applicants with disabilities. Applicants requiring a reasonable accommodation for any part of the application and hiring process should contact the Office of Equity at 216-368-3066 to request a reasonable accommodation. Determinations as to granting reasonable accommodations for any applicant will be made on a case-by-case basis.

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## COVID Vaccination

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Case Western Reserve University has implemented a COVID Vaccination policy requiring evidence of COVID-19 vaccination for all students, faculty and staff with an on-campus presence. Religious and medical exemptions may be provided in accordance with applicable federal and state laws. For more information go to: <https://case.edu/equity/covid-19-accommodations>. Applicants may contact the Office of Equity at 216-368-3066 /[equity@case.edu](mailto:equity@case.edu) for information regarding religious or medical exemptions as an accommodation.