**Recruitment and Student Services Coordinator**

**College of Education and Human Development**

1. **Position Summary**

The Recruitment and Student Services Coordinator supports undergraduate student success in the College of Education and Human Development by managing critical processes, programs, and initiatives related to recruitment and student services across all the College’s undergraduate majors. The main responsibilities for this position fall into four categories: 1) supporting communications and events management related to student recruitment; 2) maintaining critical enrollment management processes and related reporting; 3) coordinating student success initiatives; and 4) prioritizing and providing responses to requests for support from students, faculty, staff, or administration during the absence of other professional staff and/or academic administrators working within the undergraduate and teacher education area of the College of Education and Human Development. The position is an 11-month position.

1. **Essential Duties** 
   1. **Recruitment**
      1. Provides timely response to inquiries and/or concerns from prospective and current students, families of prospective and current students; and other members of the community. Redirects inquiries and/or concerns as appropriate.
      2. Coordinates and provides staffing for events related to recruitment and/or admissions efforts– including (but not limited to): open houses, prospective student visits, accepted student days, and alumni and/or parents weekends.
      3. Utilizes established and emerging social media platforms to communicate information about the College of Education and Human Development to prospective and current students, families of prospective and current students; and other members of the community. Maintain accounts or sub-accounts for social media platforms as assigned.
      4. Provides support for communications efforts related to student recruitment.
      5. Adhere to brand, communications, and marketing guidelines established by the College of Education and Human Development and/or the University of Maine.
   2. **Enrollment Management**
      1. Process forms, communications, and/or requests for a wide variety of matters related to student enrollment– including (but not limited to): academic actions, cancellation, withdrawal, leave of absence, study away/abroad, change of major/minor, and readmission.
      2. Maintain systems for providing process information, collecting, and organizing information about student academic standing matters– including matters related to suspension, dismissal, appeal, and readmission for action by the Associate Dean for Undergraduate and Teacher Education.
      3. Works collaboratively with staff, faculty, and/or administrators to address issues related to advising, student records, and/or enrollment.
      4. Ensure student records are maintained in a manner consistent with practices established by the Office of Student Records.
      5. Work collaboratively with the Associate Dean for the Undergraduate and Teacher Education, the Director of Field Experience and Teacher Education, and the Accreditation Data Specialist on reports related to accreditation, program approval, or regulatory compliance.
      6. Working under procedures established by the Director of Field Experience and Teacher Education, review and provide preliminary verification of student completion of graduation and/or licensure requirements. Assist in the creation, formatting, and cleaning of data and/or files required for graduation and/or licensure requirements.
   3. **Student Success Initiatives / Special Projects**
      1. Develops, directs, and/or coordinates the preparation of reports, documents, and presentations. Serves as the primary resource for data gathering through MaineStreet and Navigate queries.
      2. Manages special projects or initiatives related to student success. Tracks the progress of existing and new projects– bringing issues to the attention of the Associate Dean for Undergraduate and Teacher Education.
      3. Research and provide recommendations related to student success good practices and/or peer institution offerings.
   4. **Triage**
      1. Serves as the initial point of contact of for a wide-range of communications from students, faculty, staff, or administration; responds to these communications or redirects them to the appropriate person(s) based on established practice / procedure in the undergraduate and teacher education area of the College of Education and Human Development.
      2. Maintains cross-training required for response to basic inquiries and/or support needs typically addressed by other professional staff and/or academic administrators working within the undergraduate and teacher education area of the College of Education and Human Development; during the absence of these professional staff and/or academic administrators prioritizes requests for support– responding to or redirecting these requests as appropriate.
   5. **Other**
      1. Provides calendar and scheduling support for the Associate Dean for Undergraduate and Teacher Education.
      2. Provides staff support for committees chaired by the Associate Dean for Undergraduate and Teacher Education (including serving as a committee member in lieu of the Associate Dean).
      3. Perform other reasonably related duties as assigned.
2. **Reporting Relationship**

Associate Dean for Undergraduate and Teacher Education

1. **Knowledge, Skills, and Qualifications**
   1. **Required**
      1. Bachelor’s degree or an equivalent combination of education and professional experience
      2. High-level of focus and attention to detail
      3. Familiarity with one or more common social media platforms
      4. Effective communication in a wide range of written and person-to-person communication
      5. Skill in solving problems
   2. **Preferred** 
      1. Master’s degree in education ore a related field
      2. Knowledge of University policies pertaining to student records
      3. Knowledge of MaineStreet processes and functions
      4. Familiarity with photo, video, and related editing software

**Supervisory Responsibilities:** N/A

**Position Type:** Ongoing, base budgeted.

**Work Environment and Dynamics:** This position will maintain an office in Shibles Hall. Position requires work in a classroom, office, and at various education forums (i.e., committee meetings, commissions, and seminars).

**Work Year:** Full-time, 11 months (off in August).

**Work Schedule:** The employee shall establish regular office hours and in consultation with the supervisor and adjust the work schedule as appropriate.

**Schedule for Evaluation:** Evaluation will be provided in accordance with UMPSA Agreement.

**Job Family/Salary Band:**. 18/02