



## **Job/Position Description**

### **Academic Services Coordinator (GRADUATE ASSISTANT)**

#### **ADMINISTRATIVE INFORMATION**

**POSITION TITLE:** Academic Services Coordinator (Graduate Assistant Position) - **Important note: This position is funded as a Graduate Assistant position, and only Graduate Assistant qualified applicants may apply or be hired. See the Graduate Assistant Addendum attached to this Job/Position Description.**

**JOB'S OPERATING GROUP:** Office of the Provost

**OPERATING GROUP'S PURPOSE AND MAJOR RESPONSIBILITIES:** The purpose of the Provost's Office is to create and deliver the University's academic program so that students gain the skills, knowledge, and experiences need to achieve career, life, and citizenship success. The major responsibilities of the office include the determination and selection of all faculty, the design and delivery of all academic curricular and academic co-curricular activities, and the design and delivery of all support and information services required to maintain University accreditation and increase student success in all academic areas of the University.

**JOB'S DEPARTMENT:** Office of the Registrar

**DEPARTMENT'S PURPOSE AND MAJOR RESPONSIBILITIES:** The purpose of the Registrar's Office is to provide and continually improve academic support services to students, alumni, faculty, and staff. The major responsibilities of the office include maintaining the accuracy, integrity, and security of the University's academic records and promoting equity by developing and supporting effective policies and processes.

**POSITION'S DIRECT SUPERVISOR:** Jasmin Dauner, Registrar

**DATE POSITION LAST REVIEWED OR ANALYZED:** April 29, 2019 **REVISED BY:** Jasmin Dauner, Registrar

**POSITION'S EMPLOYMENT STATUS:** Part-Time, Staff, Exempt, At-will

**POSITION'S SALARY OR SALARY RANGE AND BENEFITS:** See the Addendum which follows this job description.

#### **POSITION INFORMATION**

**POSITION'S SUMMARY:** As a key member of the Office of the Registrar and the Enrollment Management Team, assist and advise students, parents, and the campus community by serving as a designated initial point of contact to find the answer to any questions that may arise.

**POSITION'S STAFF AUTHORITY:** None

**POSITION'S BUDGET AUTHORITY:** None

**POSITION'S PHYSICAL WORKING CONDITIONS:** This position is in a typical office environment and will be subject to long periods of sitting and also requires standing, stooping, filing, keyboarding/typing, speaking, seeing, hearing, walking, and other similar motions and activities.

**POSITION'S UNUSUAL HAZARDS OR WORKING CONDITIONS:** None

**POSITION'S EQUIPMENT:** University phone system, University computer system, desktop computer

**POSITION'S WORK SCHEDULE:** **Twenty-two month program with two months off in the summer.** Flexible part-time schedule during normal office hours 8 am to 5 pm, arranged around GA studies and classes, and staff meetings. Position is limited to an average of 25 hours per week for a total of 1,325 hours annually.

**POSITION'S TRAVEL REQUIREMENTS:** Less than 10% and usually related to off-campus meetings and professional development activities.

#### **POSITION DUTIES AND PERFORMANCE STANDARDS**

##### **JOB'S ESSENTIAL DUTIES:**

1. **STUDENT RECORDS (50%):** The Academic Services Coordinator is responsible for the collection, retention, accuracy, and reporting of student records to help guide university decisions and to support University compliance with FERPA, HEOA, HLC/Accreditor, Federal, and State guidelines.
  1. Prepare, issue, evaluate, and maintain incoming and outgoing official student transcripts.

2. Confirm degree verifications for students who have met graduation requirements.
  3. Process course substitutions, change of information requests, add/drop forms, graduation applications, and other documents as required by the Office of the Registrar.
  4. Process, enroll, and document cross-registered students, dual credit enrollments, and non-degree seeking students.
  5. Daily profile updates of incoming student records.
  6. Collect grades and attendance records.
2. **HELP DESK (40%):** The Academic Services Coordinator provides assistance and Jenzabar troubleshooting to faculty, staff, alumni, and administrators.
1. Greet all students, faculty, staff, and visitors upon arrival to Student Services, providing assistance with all questions through the point of resolution.
  2. Respond to telephone calls, emails, in-person visits, and other forms of inquiries with guidelines of FERPA.
  3. Assist students to complete forms and applications required for enrollment or financial assistance.
  4. Troubleshoot registration process, MyKWU, and technical issues for faculty and students.
  5. Convert student login data files to excel format.
3. **OTHER JOB DUTIES (10%):**
1. Gather and prepare necessary documentation and participate in special events (SOAR, Graduation, etc).
  2. Evaluation and enrollment of Wesleyan Journey applications.
  3. Order office supplies and code expenses.
  4. Perform other appropriate and reasonably required duties as assigned by the job's supervisor.

**JOB'S PERFORMANCE MEASURES AND STANDARDS:** Actual performance standards for each measure will be set at least annually after consultation between the job holder and their direct supervisor based on the job holder's existing qualifications and experience.

1. Staff and university satisfaction as measured by annual surveys.
2. Accuracy of student records as measured by number of corrections and complaints.

## POSITION QUALIFICATIONS

### **EDUCATION:**

- MINIMUM REQUIRED: Bachelor's degree.
- PREFERRED: None

### **CERTIFICATIONS/LICENSES:**

- MINIMUM REQUIRED: None

### **WORK EXPERIENCE:**

- MINIMUM REQUIRED: None
- PREFERRED: Two years of administrative experience, preferably in the education field with thorough understanding of student records, FERPA, and federal guidelines effecting higher education.

### **KNOWLEDGE, SKILLS, ABILITIES, and ATTITUDES – KSAA'S:**

- MINIMUM REQUIRED
  - Proven ability to communicate effectively and participate effectively in a team-oriented environment.
  - Able to think critically and make reasonable decisions in a fast-paced environment.
  - Possess working knowledge of Microsoft Office applications.
  - A strong commitment to customer service.
  - The ability to prioritize and work on multiple projects simultaneously.

## NOTICE OF SPECIAL POSITION OR EMPLOYMENT REQUIREMENTS

1. THIS JOB/POSITION DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LIST OF ALL DUTIES AND RESULTS TO BE PERFORMED IN THIS POSITON. DUTIES AND PERFORMANCE STANDARDS MAY BE ADDED,

SUBTRACTED, AND/OR CHANGED BY YOUR SUPERVISOR AT ANY TIME DUE TO CHANGES IN DEPARTMENT OR UNIVERSITY REQUIREMENTS.

2. Unless exempt due to an employment contract signed by the President of the University, all employees of Kansas Wesleyan are to be considered as an “at-will” employee.
3. All employees of Kansas Wesleyan University are considered to be “responsible employees” pertaining to Title IX regulations concerning both the prevention and reporting of sexual assault or harassment situations. As such, all employees must communicate with the Title IX Coordinator if they witness or hear about a sexual assault or harassment situation.
4. Kansas Wesleyan University is an equal opportunity employer and complies with EEOC and ADA employment requirements. It is and has been the policy of Kansas Wesleyan University to grant equal opportunity to all qualified persons without unlawful discrimination based on race, color, gender, age, national origin, ancestry, ethnicity, disability, sexual orientation, religion, or veteran status. In order to fulfill its mission as a Christian institution, preference in hiring shall be given to persons who can affirm the Institution’s mission.
5. All “offers of employment” are subject to a criminal background check prior to employment.



### GRADUATE ASSISTANT PROGRAM ADDENDUM

1. The purpose of the Graduate Assistant Program is to employ qualified students in Kansas Wesleyan University's (KWU) Master level programs in order to supplement KWU staffing requirements while providing those students with relevant work experience as they pursue their Master's degree. The Graduate Assistant Program funds one course per 8-week term during the fall and spring semesters (two eight-week terms each), and one course during the eight-week summer semester. The GA/student is responsible for progressing toward successful completion of the Master's degree by being enrolled in one course during each eight-week each term.
2. To be, and remain eligible for employment in the Graduate Assistant Program as a GA at KWU, the person must be enrolled in, and be successfully completing a Master's program at KWU.
3. The GA will be required to accomplish the following with respect to his or her Master's Program (Program) at KWU:
  1. Attend classes regularly, unless an "excused absence" is obtained in compliance with university standards;
  2. Comport himself/herself in the Program and in their employment as a positive example to, and role model for, undergraduate students, athletes and activity participants;
  3. Receive no final grade lower than a C in any course, remain in "good standing" at the university pursuant to its published policies, maintain at all times the required GPA for continuing graduate students at the university, and otherwise remain in compliance with all university requirements for graduation;
  4. Be enrolled in one course during each eight-week term during the year.
4. No courses in the Program where a grade of C or better has been earned, may be retaken for a better grade; any course retaken pursuant to the appeals provisions of section 5 below will be at the sole cost and expense of the GA.
5. Receiving a final grade lower than a C in any course during the Program, will result in immediate notice of dismissal as a GA by your department supervisor.

Within fifteen (15) days of receipt of such notice, the GA may submit a written appeal of the dismissal for extenuating and extraordinary circumstances to his/her department supervisor who will consider the appeal and communicate a decision regarding reinstatement, in writing to the GA and the Provost, within thirty (30) days of his/her receipt of the appeal, subject to review by the Provost, as described below.

If a decision is made by the department supervisor to reinstate the GA in the GA Program, this decision will be communicated to the Provost within the required thirty (30) day period. The Provost has the authority to override the decision if he/she determines that the GA is not making satisfactory progress toward a Master's Degree or is not likely to succeed academically in completing the Program as required in this Addendum; any such reversal by the Provost will be final and non-appealable, and will be communicated in writing to the GA within fifteen (15) days of the Provost's receipt of the department supervisor's reinstatement decision. With the written approval of the Provost, in his/her sole discretion, a GA may be dismissed from the Graduate Assistant Program but still remain in the Program, at his/her own expense. GA's will continue to be employed at KWU pending the final disposition of any authorized appeal.

Time is of the essence of all matters in this section 5. Failure to act within a required time period will be construed against the non-acting party and in favor of the party not required to act within that period.

6. The Graduate Assistant as a student employee:
  1. Will reside in Salina while employed in the Graduate Assistant Program. The GA may reside either on or off-campus.
  2. Will receive the following compensation:

1. If residing on-campus, the GA will receive \$450.00 per month, on-campus living quarters, board (during the days Shriwise Cafeteria is open), and tuition reimbursement for one class per term in one of the Master's level Programs at KWU. GA's residing on-campus will be required to provide a security deposit of \$200.
2. If residing off-campus, the GA will receive \$800.00 per month and tuition reimbursement for one class per term in the one of the Master's level Programs at KWU.
3. If the GA is an International student, the GA will be required to pay a \$1,500 international student fee, which can be paid incrementally over the first few months. Payment arrangements are made through the Business Office within the first week of signing the Employment Offer Letter (Graduate Assistant) and this Addendum.
4. Will be provided with a job description and be expected to perform the duties and responsibilities as outlined in that job description, including additional duties and responsibilities as assigned by their department supervisor.
5. Will be assigned office space for the performance of his/her duties and responsibilities.
6. Will have at least two weeks of time-off annually and his or her department supervisor will determine and schedule time-off in accordance with university and GA needs. In addition, the summer can be a time for the GA to get a more substantial job in Salina, but the GA must plan to spend at least 20 hours each week working for the university. If the student does take an extended leave during the summer months, it must be approved by the GA's department supervisor and the monthly stipend is suspended for that time period. The department supervisor is responsible for reporting that information to the CFO. It is preferred that the student stay in Salina and fulfill his or her obligations.

THIS ADDENDUM IS ATTACHED TO AN EMPLOYMENT OFFER LETTER (GRADUATE ASSISTANT) BETWEEN KANSAS WESLEYAN UNIVERSITY AND THE GRADUATE ASSISTANT, DATED \_\_\_\_\_, AND MADE A PART THEREOF BY THIS REFERENCE. THIS ADDENDUM DOES NOT CONSTITUTE AN EMPLOYEE CONTRACT AND EMPLOYMENT AT KWU IS "AT-WILL," MEANING EITHER KWU OR THE EMPLOYEE MAY TERMINATE EMPLOYMENT AT ANY TIME FOR ANY REASON.

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**Graduate Assistant Signature**

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**Date Signed**