

UNIVERSITY OF DALLAS

Job Number: 12335UD

Academic Services Assistant

Date Posted: May 23, 2022

WHO WE ARE

The University of Dallas (UD) is a Catholic liberal arts university known for its excellence in academics. We have consistently ranked as one of the top regional universities in the country, holding a place on both U.S. News & World Report's list of the Best Regional Universities (West) and Forbes' Best Value Colleges. We are dedicated to and guided by our [Mission](#) and thrive on professional development, a family-oriented environment, our rich traditions and exceptional employee benefits.

JOB DESCRIPTION

UD is currently seeking an Academic Services Assistant to provide administrative support to the academic advising area on activities associated with enrollment, registration, student academic status, events, and services for the Gupta College of Business.

PRIMARY RESPONSIBILITIES

- Ensure the front reception area and phone are covered during business hours.
- Greet visitors and maintain a professional, courteous, and attentive presence for quality customer service.
- Responsible for all calls to the main phone number for the Gupta College of Business, retrieving voicemails, answering and directing all callers to appropriate university and college employees in a timely manner.
- Maintain confidentiality and compliance with FERPA and other regulations.
- Update student program design, make necessary changes to the Banner system and provide relevant information to the academic advisor for student communication.
- Review graduating student files, process graduation applications, and communicate information to graduate candidates regarding the ceremony, regalia order, and other important information about the graduation process.
- Coordinate program and concentration changes with the Registrar's Office and provide relevant information to the academic advisor.
- Update academic program designs, rotation schedules, and other pertinent printed or electronic information as needed.
- Assist with archiving inactive student files; ensure records organization, security, and accessibility.
- Maintain student web forms, assist with social media posts, and coordinate website updates with the Graduate Academic Services Manager.
- Other duties as assigned to ensure the efficient and effective operation of the College of Business.

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MINIMUM REQUIREMENTS

- Bachelor's degree preferred. Three to five years of experience working in an academic administrative department.
- Ability to effectively and credibly interact with prospective and current students, faculty, co-workers and corporate partners.
- Ability to maintain confidential information and work with diverse student populations.
- Working knowledge of MS Office Applications (e.g., Word, Excel, PowerPoint).
- Outstanding oral and written communication skills, and general presentation skills.
- Strong customer service skills in person, on the phone, and virtually on camera during web meetings.
- Organizational and analytical skills to solve complex problems.
- Ability to maintain confidential information and work with diverse student populations.
- Ability to self-manage time and activity.

PREFERRED QUALIFICATIONS

- Preferred knowledge and experience using student information systems such as Slate (CRM) and Banner.

BENEFITS

UD provides competitive pay and benefits, including eligibility to participate in medical, dental, life and disability insurance; employee events; a health and wellness program; a free fitness center; competitive leave programs; tuition benefits for employees and their families; and matching retirement plan contributions.

If this sounds like the job for you, apply online at: <https://hr.udallas.edu/apply/>

The University of Dallas seeks to recruit, develop, and retain faculty, staff and administration of the highest caliber.

The University is an Equal Opportunity Employer, and encourages applications from female and minority candidates and others who will enhance our community and advance our Mission.