

Admissions Assistant, GSE Office of Graduate  
Admissions  
University at Buffalo, The State University of New York

Direct Link: <https://www.AcademicKeys.com/r?job=247971>

Downloaded On: Nov. 23, 2024 7:22pm

Posted Oct. 31, 2024, set to expire Aug. 4, 2025

<b>Job Title</b>	Admissions Assistant, GSE Office of Graduate Admissions
<b>Department</b>	GSE Office of Graduate Admissions
<b>Institution</b>	University at Buffalo, The State University of New York Buffalo, New York
<b>Date Posted</b>	Oct. 31, 2024
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Classified Staff
<b>Academic Field(s)</b>	Admissions/Student Records/Registrar Administrative Support/Services
<b>Job Website</b>	<a href="https://www.ubjobs.buffalo.edu/postings/53777">https://www.ubjobs.buffalo.edu/postings/53777</a>

**Apply By Email**

**Job Description**

#### Position Summary

The [Office of Graduate Admissions](#) in the [Graduate School of Education](#) at the University at Buffalo invites applications for our **Admissions Assistant** position.

The tasks of the position in the admissions office are as follows:

#### Customer Service

- Provide outstanding customer service when answering phone calls, welcoming in students

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and guests to the admissions office, answering emails in GSE admissions inboxes, as well as through our student text messaging system.

- Serve as primary individual answering phone calls for office. Conduct appropriate triage of phone call to assist student with application related questions.
- Monitor email and text message inboxes to ensure follow-up is timely with students, faculty, and staff working with admissions office.

### **Application Review and Processing**

- Learn the University at Buffalo admissions system, Technolutions Slate, to best help students with application processing and document submission questions.
- Process the data entry and electronic imaging for all admission student information on application including, but not limited to, applications, transcripts, supplemental documents, test scores, admissions decisions, NYS residency documents, and inquiry cards.
- Ensure submitted applications have required materials needed for faculty review; make phone calls or send emails to follow-up with applicants, as necessary, to ensure materials are received by relevant deadlines.
- Work closely with admissions team to coordinate application review assignments.
- Assist prospective students in person, online, and over the phone regarding the application process and requirements for all GSE programs.
- Document all student interactions in GSE admissions system.
- Check mail daily and process in-office mail including transcripts and mail for GSE admissions team.

### **Admissions Operations Support**

- Work closely with GSE admissions staff to assist with various recruitment, communications, and operations projects that might include web-research to create recruitment lists or doing data entry projects as directed.
- Develop general understanding of types of questions that should be answered, and those that should be escalated to other admissions staff.
- Review the Admissions Operations Guide and work with supervisor to ensure information is relevant and up to date.
- Participate in phone calling and text message campaigns and outreach projects such as assisting

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with start of semester push for new students, near application deadlines, and other office-wide campaigns.

- Maintain and keep up to date with knowledge about GSE and its academic programs.
- Keep informed of changing admissions policies; attend training sessions and staff meetings.
- Develop practical and efficient solutions for individual work that helps in managing and juggling multiple priorities.
- Continue to improve knowledge of Slate admissions system to improve admissions experience for all parties.

### General Support

- Develop knowledge and understanding of the GSE academic departments and programs.
- Work to contact inquiries and provide program information sourced from queries or lists provided.
- Review communications sent to prospective or current students to help with efficiency and purpose.
- Attend and participate in staff and departmental meetings.
- Assist with event preparation and planning, as needed.
- Gather, compile, and prepare data for various reports or communications.

### Outstanding Benefits Package

Working at UB comes with benefits that exceed salary alone. There are personal rewards including comprehensive health and retirement plan options. We also focus on creating and sustaining a healthy mix of work, personal and academic pursuit – all in an effort to support your work-life effectiveness. We support your growth and development through our career coaching and training department and we qualify as a public service loan forgiveness organization. Learn more about the great [benefits](#) the University at Buffalo has to offer.

### About The University at Buffalo

The University at Buffalo (UB) #ubuffalo is one of America's leading public research universities and a flagship of the State University of New York system, recognized for our excellence and our impact. UB is a premier, research-intensive public university dedicated to academic excellence. Our research, creative activity and people positively impact the world. Like the city we call home, UB is distinguished by a culture of resilient optimism, resourceful thinking and pragmatic dreaming that enables us to reach others every day. Visit our website to learn more about the [University at Buffalo](#).

University at Buffalo is an affirmative action/equal opportunity employer and, in keeping with our



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commitment, welcomes all to apply including veterans and individuals with disabilities.

#### Minimum Qualifications

Associates with 2-3 years of clerical experience and experience using Microsoft Office software. A combination of education and experience or relevant military training may be considered in lieu of an associate's degree on a year for year basis.

#### Preferred Qualifications

One year of working in a higher education office setting. Experience speaking with a diverse range of customers.

#### Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

#### Contact