

Office Assistant 1, Undergraduate Admissions (NY  
HELPS)  
University at Buffalo

Direct Link: <https://www.AcademicKeys.com/r?job=262256>

Downloaded On: Sep. 9, 2025 11:59pm

Posted Sep. 9, 2025, set to expire Aug. 4, 2026

<b>Job Title</b>	Office Assistant 1, Undergraduate Admissions (NY HELPS)
<b>Department</b>	Undergraduate Admissions
<b>Institution</b>	University at Buffalo Buffalo, New York
<b>Date Posted</b>	Sep. 9, 2025
<b>Application Deadline</b>	09/05/2026
<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>Apply Online Here</b>	<a href="https://apptrkr.com/6549161">https://apptrkr.com/6549161</a>
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<b>Job Description</b>	

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**Office Assistant 1, Undergraduate Admissions (NY HELPS)**

**Position Information**

**Position Title:** Office Assistant 1, Undergraduate Admissions (NY HELPS)

**Department:** Undergraduate Admissions

**Posting Link:** <https://www.ubjobs.buffalo.edu/postings/58868>

**Job Type:**

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Full-Time

## Posting Detail Information

### Position Summary

The **Office Assistant 1** position supports application processing for the [Office of Admissions](#) at the University at Buffalo (UB). This position reports to the Director of Admissions Processing & Customer Operations.

### Key Duties & Responsibilities:

- Screen academic documents to verify for accuracy and completeness.
- Receive and maintain academic information; perform data entry into student information system.
- Follow-up with applicants who are missing required documentation to complete the admission application.
- As needed, assist staff with special projects, mailings, filing and other duties as assigned.
- Customer Service and Communications: Utilize the CISCO/Finesse agent desktop and provide outstanding customer service to all incoming callers. Utilize established policies and procedures to resolve a wide range of unique challenges before escalating the caller to an admissions advisor.
- Develop practical, thorough, and creative solutions to resolve customer inquiries.
- Develop and maintain a wide breadth of knowledge regarding university admissions and the associated policies that govern them.

### Office of Admissions:

The OAs New Yorks flagship institution, a member of the AAU, and a premier, research-intensive top 40 public university, the University at Buffalo seeks to achieve its public mandate to serve the academically gifted as well as students who show potential for college success despite educational, social, and economic disadvantages. These imperatives drive our departmental practices as do the institutional priorities that support becoming an institution of increasing national prominence. Our work will seek to build a strong foundation of successfully recruiting and serving high quality students throughout the state of New York and across the country. Through a rigorous and holistic approach, we will admit and enroll students that will benefit from the educational opportunities and contribute to the fabric of our scholarly community. By creating a mindful strategy, the office of admissions will

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accomplish our task striving to meet the university's academic aspirations in the midst of a rapidly changing educational landscape. For further information, please visit [our website](#).

**Learn more:**

- Our [benefits](#), where we prioritize your well-being and success to enhance every aspect of your life.
- Being a part of the [University at Buffalo community](#).

*University at Buffalo is an affirmative action/equal opportunity employer and, in keeping with our commitment, welcomes all to apply including veterans and individuals with disabilities.*

**Minimum Qualifications**

*This title is part of the New York Hiring for Emergency Limited Placement Statewide Program (NY HELPS).*

**Non-competitive (NY HELPS):**

There are no minimum qualifications for this position.

**OR**

**Competitive (NON-NY HELPS):**

- **Transfer Eligibility Requirement:** You must have a current permanent appointment with a minimum of 1 year of service in a position of the same title or transferable title.
- **Reassignment Requirement:** You must hold the same title at the University at Buffalo.
- **Reinstatement Requirement:** You must be a former state employee to request reinstatement to the title that was held (or transferable title).

**Preferred Qualifications**

**Physical Demands**

**Salary Range**

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\$36,232

**Special Instructions Summary**

**Is a background check required for this posting?**

No

**Contact Information**

**Contact's Name:** Brian Hines

**Contact's Pronouns:** He/him/his

**Contact's Title:** Human Resource Officer

**Contact's Email:** hines@buffalo.edu

**Contact's Phone:** 716-645-7751

**Posting Dates**

**Posted:** 09/05/2025

**Deadline for Applicants:** Open Until Filled

**Date to be filled:** 10/09/2025

**Contact Information**

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

**Contact**

N/A

University at Buffalo

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