

HOWARD UNIVERSITY
Position Description

POSITION TITLE: Enrollment Management Clerk

SALARY GRADE: HU-08

DATE REVISED: December 1, 2014

EEO CODE: 05

JOB CODE: 4026

FLSA STATUS: Non-Exempt

BARGAINING UNIT: N/A

DEPARTMENT:	POSITION NO:
REPORTS TO:	GRANT: <input type="checkbox"/> No <input type="checkbox"/> Yes

BASIC FUNCTION: Under general supervision, performs clerical and secretarial work, involving responsibility, complexity and variety. Provides general receptionist support to a busy office environment. Insures that interactions with Enrollment Management Customers is effective and positive.

SUPERVISORY ACCOUNTABILITY: Has responsibility or authority which is limited to the direction of student or temporary workers.

NATURE AND SCOPE: Internal contacts may include senior administrators, faculty, students, and staff. External contacts may include vendors, consultants, and the general public.

PRINCIPAL ACCOUNTABILITIES:

Greets visitors to the office and directs them to the proper destination or answers questions.

Provides assistance within scope of knowledge and responsibility.

Answers telephone, directs calls to appropriate employee or answers questions.

Answers questions from Banner regarding admissions/enrollment/financial aid status.

Performs a variety of typing assignments.

Uses the computer to maintain spreadsheets and databases.

May prepare presentations.

Schedules appointments, meetings, conferences and arranges travel.

May maintain calendar of one or more high level employees in the department. Maintains bulletin board, posts notices and keeps information current.

Receives incoming mail, packages and notices.

Duplicates and distributes information, notices, etc to members of the department.

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Maintains department files and filing system, both hard copies and computerized files.

Records and/or takes notes at meetings.

Maintains various logs and ledgers.

Performs other job-related duties as assigned.

CORE COMPETENCIES: Ability to develop and maintain proficiency in the utilization of Microsoft Word, Excel, PowerPoint and related software applications to perform a variety of typing and/or project assignments.

Knowledge of general office procedures and practices.

Knowledge of basic record keeping procedures.

Skill in basic arithmetic, grammar and spelling.

Ability to effectively communicate orally and in writing.

Ability to establish and maintain effective and harmonious work relations with faculty, staff, students and the general public.

MINIMUM REQUIREMENTS: High School diploma or GED and 1-3 years of general work experience. AA/AS may be substituted for 4 years of required work experience. BA/BS may be substituted for up to 4 years work experience.

Note: This position description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. The university has the right to revise this position description at any time. This position description is not be construed as a contract for employment.

SIGNATURES REQUIRED:

SIGNED BY: _____ **DATE:** _____
Department Manager/Supervisor

CERTIFIED BY: _____ **DATE:** _____
Department of Compensation and Performance Management