
Auburn University Job Description

Job Title:	Asst Dir, Engineering Outreach	Job Family:	No Family
Job Code:	AA11	Grade 35:	\$50,900 - \$84,800
FLSA status:	Exempt		

Job Summary

Manages the Outreach Student Services for the Graduate Outreach Program. Assists distance students with the registration process and serves as a liaison and expeditor between students, faculty and university departments (e.g., Bursar, Registrar, Grad School).

Essential Functions

1. Manages Outreach Student Services, serving Outreach students as their main point of contact with Auburn University and working with faculty, staff and administrators from both the Colleges of Engineering and Business.
2. Serves as one of Auburn's representatives for a consortium of other Universities involved in distance learning.
3. Resolves quality/customer service matters, serving as point of contact for students to resolve problems with delivery within the department or issues pertaining to the instructors or other university departments.
4. Directs the daily efforts of the Outreach Support Specialists in serving clientele, faculty, and administrators.
5. Generates reports and maintains databases for the department to provide information to various Auburn departments (e.g., Deans of Eng.& Bus., Distance Learning and Outreach Tech., Office of Planning & Analysis).
6. Plans and initiates Outreach sections in Banner system for each department offering distance learning courses each semester.
7. Plans, initiates, and supervises departmental marketing effort, including design and entry of materials into departmental web page.
8. Participates in strategic and operational planning and evaluation.

Supervisory Responsibility

Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

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Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	Four-year college degree	Degree in Communications, Public Relations or related field
Experience (yrs.)	7	Experience in advising and/or coordinating student services

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.

Minimum Required Knowledge

Knowledge of academic and student development theories, budgeting principles and practices.

Certification or Licensure Requirements

None Required.

Physical Requirements/ADA

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires sitting, talking, hearing, handling objects with hands.

Job occasionally requires standing, walking, reaching, and lifting up to 25 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 6/23/2010
