



DATE ISSUED: 05/15
FLSA: Non-Exempt
PTO: COVS

JOB DESCRIPTION

TITLE

Graduate Services Analyst

JOB SUMMARY

This position performs responsible analysis of all master's and doctoral degree plans for determination of compliance with published requirements for each degree, by performing tasks involving detail verification of degree plans. Work is performed under own work methods and solves problems utilizing technical and specialized knowledge and/or experience resulting in minimal supervision and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Associate Dean, Graduate School

Supervises: May supervise Student Assistants

ESSENTIAL DUTIES - *May include, but not limited to the following:*

- Conducts degree plan analysis in determining compliance of all students' master's and doctoral degree plans with published requirements.
- Prepares mailing of approved degree plans to graduate students, advisors, and departments.
- Answers Graduate School phone calls and emails.
- Opens and distributes mail.
- Assembles and mails graduate packets to students.
- Prepares probation and suspension letters.
- Determines Code 3 (reduced tuition) eligibility.
- Processes of Academic Common Market application.
- Verifies course overload applications.
- Processes post-master's certification requests and post Baccalaureate certifications.
- Prepares letters to doctoral students no longer eligible for in-state tuition.
- Proofs commencement program for graduate students at commencement time.

ADDITIONAL DUTIES

- Performs other duties as requested.

EDUCATION

High school diploma or equivalent required. University or College setting work preferred.

EXPERIENCE

Four years of clerical and/or customer service experience. Experience in analysis of graduate degree plans preferred.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

- Working knowledge of office practices and methods.
- Ability to coordinate work with other employees, providing direct instruction or supervision as assigned.
- Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Ability to communicate effectively orally, by phone, in person, and in writing.
- Ability to represent the department and University in a friendly, courteous, and professional manner.
- Ability to use a personal computer and other office equipment, including related university software and email.

PHYSICAL DEMANDS

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

WORK ENVIRONMENT

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

SAFETY

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

Employee Printed Name: _____

Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran's status, or against qualified disabled persons.

All positions at Texas Woman's University are deemed security sensitive requiring background checks.