

Position Title: Academic Support Coordinator

College/Department: College of Agriculture & Natural Resources (CANR), Office of Undergraduate Student Services

Location: Newark, DE

Classification: This is a part-time, non-benefitted position offering 20 to 29.5 hours/week. Position and hours available based on current ongoing office needs.

Pay Range: \$21 - \$24 per hour, commensurate with experience

Hours: The position follows the department's standard operating schedule of 8:00 a.m. to 4:30 p.m., Monday through Friday. We are seeking an individual available to work in person four days per week, approximately 6–7 hours each day.

Application Process: Please submit a cover letter and resume with contact information for two professional references to the CANR Office of Undergraduate Students Services at anr-academics@udel.edu. Applications will be reviewed as they are received.

About the Position:

The College of Agriculture and Natural Resources (CANR) at the University of Delaware seeks a detail-oriented, customer-focused Academic Support Coordinator to join the Undergraduate Student Services Office on a part-time basis. This position plays a vital role in supporting CANR's mission to *feed the world and protect the planet* by ensuring exceptional service to current and prospective students, faculty, and staff.

Reporting to the Senior Assistant Dean, the Academic Support Coordinator provides comprehensive administrative, fiscal, and event coordination support for a dynamic office that serves over 1000 undergraduates across 14 majors. The primary responsibilities of this role involve working closely with our Associate Director of Recruitment to manage and organize highly curated prospective student tours and visits, acting as the front-facing person of our office to handle walk-ins and phone calls, and managing various daily office operations such as financial transactions.

This is an excellent opportunity for an organized, detail-oriented, personable professional who thrives in a fast-paced academic environment and enjoys engaging with students, families, and colleagues across the university community.

MAJOR RESPONSIBILITIES:

- Professionally, effectively, and efficiently, serves as the first point of contact, both in-person and on the phone, for CANR's Undergraduate Student Services Office. Handles

all daily incoming calls and walk-in inquiries from faculty, staff, students, parents, and the public.

- Performs routine and non-routine administrative and records processing duties ensuring confidentiality with all matters.
- Interprets and communicates UD academic policies and procedures to faculty, current students and staff regarding UDSIS, grading and registration questions, student policies and procedures, student crisis issues, referrals, scholarships, transfer credits, admission, readmission, etc.
- Represents the Undergraduate Student Services Office and the college by arranging very extensive recruitment visits for prospective students and their families including the scheduling of faculty as well as facility and farm tours with student Ag Ambassadors.
- Welcomes and engages with prospective families during campus visits.
- Assists with responding to inquiries from prospective students.
- Retrieves and reports data from UD's Slate admissions system to assist CANR staff during recruitment cycle.
- Provides administrative support related to the Ag Ambassador Program. Works directly with Associate Director of CANR Undergraduate Recruitment to track Ag Ambassador tour training, participation credits earned, and incentive distribution.
- Assists with coordination of various special events in CANR including but not limited to CANR Convocation, CANR New Student Orientation, Blue and Golden Saturdays, and Admitted Student Days with invitations, mailings, messaging, scheduling of rooms, etc.
- Places merchandise orders with UD's approved vendors for Ag Ambassador apparel and other UD/CANR swag used during the recruitment cycle.
- Provides administrative support with the Undergraduate Student Services budget. Supports office staff with ProCard (purchasing credit cards) administration in Concur. Ensures expenses are properly documented, allocated and reconciled. Processes financial forms including journal vouchers, work orders, vendor payments, etc.
- Responds to select emails sent to anr-academics@udel.edu email account.
- Connects students with appropriate staff and makes referrals to appropriate campus resources.
- Assists with special projects, data collection, reports, and correspondence
- Organizes numerous mass emails and direct mailings to students including mail merges.
- Serves as administrative support liaison with CANR departments and UD students support units.
- Manages archiving and student records retention, files, and documentation.
- Orders supplies and equipment for office and staff.
- Maintains office informational displays and showcases.
- Works within the confines of an office budget and makes recommendations to monitor and limit expenses.
- Complies with university policies, procedures, and best practices regarding protecting data and following UD data governance rules.

- Performs other job-related duties as assigned.

QUALIFICATIONS:

- High school diploma or GED, Associates degree preferred, and three years of experience, or equivalent combination of education and experience.
- Must have great initiative, be highly motivated, organized, and detail oriented.
- Ability to handle multiple tasks with little supervision in a very high-paced environment.
- Ability to organize and complete tasks in an efficient and timely manner, prior to deadlines.
- Proficient computing skills in spreadsheet and word processing software including Microsoft Outlook, Word, Excel, Google docs, sheets, forms and more.
- Friendly demeanor and ability to communicate effectively, both written and oral, and interact well with people of all ages and diverse backgrounds.
- Ability to work with highly confidential academic and personal student issues and documents.
- Knowledge of university structure, its departments, academic policies, and procedures preferred.
- Experience with Peoplesoft/UDSIS, Slate, and student success software systems preferred.
- Familiarity and working knowledge of Concur for budget reconciliations and Cognos for student reporting and class scheduling preferred.
- Excellent communication and interpersonal skills.
- Experience assisting with event planning including large scale events.
- Demonstrated understanding and consideration of the differing needs and concerns of individuals with varying identities, cultures, and backgrounds.
- Committed to fostering a workplace culture of belonging, where diversity is celebrated, and equity is a core value.

Notice of Non-Discrimination and Equal Opportunity

The University of Delaware does not discriminate against any person on the basis of race, color, national origin, sex, gender identity or expression, sexual orientation, genetic information, marital status, disability, religion, age, veteran status or any other characteristic protected by applicable law in its employment, educational programs and activities, admissions policies, and scholarship and loan programs as required by Title IX of the Educational Amendments of 1972, the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Title VII of the Civil Rights Act of 1964, and other applicable statutes and University policies. The University of Delaware also prohibits unlawful harassment including sexual harassment and sexual violence.