



NATIONAL AMERICAN UNIVERSITY

POSITION DESCRIPTION

Regional

To apply submit an employment application ([click here for application](#)), resume, and letter of interest to: **Regional Vice President**
501 W Travelers Trail, Ste. 617, Burnsville, MN 55337

I. POSITION TITLE: Regional Graduate Coordinator

II. EMPLOYEE CLASSIFICATION: Administrative

III. JOB CLASSIFICATION: Exempt

IV. ACCOUNTABLE/REPORTS TO: Regional Vice President

V. POSITIONS REPORTING TO THIS POSITION: None

VI. DUTY HOURS: Part-time, twenty hours per week, plus other hours as may be necessary to complete job duties. A combination of day, evening, and weekend hours required. Domestic travel may be required.

VII. MINIMUM REQUIREMENTS:

EDUCATION: Graduate degree required, MBA or Master of Management preferred.

EXPERIENCE: Three or more years experience in educational setting preferred and student services/customer service experience required.

PHYSICAL: Reaching, bending, dialing, writing, talking, and hearing capability; ability to exert force to lift, move, and/or carry objects up to 40 lbs.

SKILLS EXPECTATIONS: Energetic; customer-oriented attitude; strong organizational and computer skills; strong process management skills; ability to oversee and perform multiple tasks simultaneously and under changing conditions; self-motivated and goal oriented; ability to facilitate team effort as well as ability to work independently; excellent written/oral and interpersonal communication skills; ability to work quickly to meet deadlines; strong work ethic, and willingness to learn and improve in all aspects of the position.

VIII. BASIC FUNCTION/PURPOSE OF THE POSITION: To assist the graduate department in the retention of students from enrollment to graduation. To provide a high-level of service to ensure resolution of student issues, validation of transfer credit, quarterly communication with faculty and students, and other timely matters. Additionally, assist in support of the graduate department in support of the mission of the university as defined by the university president and the board of governors.

IX. DUTIES/RESPONSIBILITIES/EXPECTATIONS OF THE POSITION:

- * A. Ensure continuing and re-entry students are advised and registered according to the quarterly goals.
- B. Monitor and update student enrollment status.
- C. Ensure all grade sheets and necessary paperwork are submitted in a timely manner.
- * D. Monitor new student enrollment, acceptance, and registration.
- E. Act as liaison with blended students during SAP process.
- * F. Provide mentoring and guidance to at-risk students to increase opportunities for their success.
- G. Coordinate blended course offerings with graduate school.
- * H. Market the graduate programs to the community and to area businesses.
- * I. Work with regional admissions staff to recruit graduate students.
- * J. Visit undergraduate classes to promote graduate programs.
- * K. Provide names of qualified potential blended instructors to graduate school for review
- * L. Attend graduate assessment committee meetings.
- * M. Provide training and support to faculty and students for Blackboard and Live Meeting.
- * N. Work with the marketing department on marketing projects.
- * O. Serve as a liaison with the graduate school for students, faculty, and learner services.
- * P. Provide ongoing student retention efforts.
- * Q. Utilize Microsoft Office and CampusVue to produce documents and interpret data.
- * R. Provide student services to ensure questions are answered and concerns are resolved
- * S. Other duties as assigned.

X. COOPERATIVE RELATIONSHIPS WITH THE FOLLOWING:

- A. Graduate school faculty and staff.
- B. Students.
- C. On ground campus management, staff, and faculty.
- D. Businesses in the community.

XI. LIMITS OF AUTHORITY: As defined by the policies, procedures and practices of the university and/or university president.

National American University reserves the right to alter this position's job description/job duties to meet the needs and goals of the institution.

* Denotes essential elements of position.