

University of Nebraska Central Administration
Job Description

General Information

Working Job Title: UNHS Recruiter	Job Family:	Job Family Zone:
Position Number:	Department Name: UNHS	SAP Organization Unit Number:
Employee's Name:	Date of Last Update:	Title of Supervisor:
SAP Personnel #:	Last Updated By:	Name of Supervisor:

Position Summary

Responsible for recruitment and retention of students and developing business relationships with learning organizations and schools well as following up on leads generated through customer calls. This includes building relationships with current customer base and developing relationships with potential clients. The Recruiter is responsible for presenting and selling the UNHS program and courses to various contacts and clients in face-to-face conversations, via phone and e-mail; presenting course demos and staffing a booth at trade shows; performing research to identify potential clients; and working with internal staff to develop sales and marketing campaigns. In communicating with current and potential clients, it is important that this position help manage customer expectations and relationships.

Duties & Responsibilities

Indicate % of time spent and indicate with an "*" the duties & responsibilities that are essential functions of this job. Arrange this list of duties in order of importance.	% of Time	Essential Functions
New Business	50	
<ul style="list-style-type: none"> Develops learning organization and school customer base by identifying and contacting high potential customer candidates and responding to inquiries by such organizations. Follows up on leads generated through contact with customer service. Makes cold calls, explains UNHS program/services and arranges for materials to be sent, as well as schedules visitations as appropriate. Responsible for achieving established short and long-term goals in a number of objective areas related to these functions. 		
<ul style="list-style-type: none"> Maintains existing client base and re-establishes relationships with previous client base through a consistent and planned communications/sales strategy. Maintains customer contact records and other reporting systems 	20	
<ul style="list-style-type: none"> Conducts ongoing research regarding the market for UNHS Assists in assessing UNHS products/services and make recommendations for new and modified products/services based on research as well as customer feedback. Assists in the development of customized sales and marketing plans. 	20	
<ul style="list-style-type: none"> Prepares special, periodic, miscellaneous reports/studies, as well as performs other duties as assigned 	10	

Zone Definition Factors

Nature/Complexity of Work

Works within the local, regional, and national high school education environment facing customer/competition and a fluctuating market place. Position require strong sales/recruitment, customer care skills and the ability to promote the benefits of UNHS.. Must be attuned to industry trends and their impact to UNHS.

Problem Solving/Decision-making

Among the decisions made by this employee are decisions regarding communication to established customers and to new leads. Employee will decide which marketing materials to feature in recruiting visits, trade shows and other interactions with prospects for UNHS Employee will contribute ideas to marketing decisions to be made by the Assistant Director for Recruiting and the Director of UNHS

Strategic Impact

This position is key in gaining and keeping the client and customer base. Losing a large customer and not following through with individual leads will result in a considerable loss of revenue and number of enrollments for the UNHS program.

Know How

Knowledge of high school education environment. Sales/recruitment skills: setting meetings with new and existing customers, face-to-face contact, ability to promote the benefits of program, presentation skills. Customer Service skills: a desire to meet customer needs and expectations. Excellent Communication skills: face-to-face, written and phone communications.

Technical Know How

Competence in use of databases, Microsoft Work, Excel, MS Outlook email applications and internet services is required

Interactions

The Employee will work internally, within the larger unit, with departments to understand UNHS policies and advantages to present in recruiting situations. Employee will work externally with students, families, counselors, teachers, principals, school personnel, and other educational decision makers.

Supervision: This position exercises no supervision over other staff and receives limited* in-direct supervision by the UNHS Assistant Director for Recruiting. Complex issues or unusual situations are referred to the supervisor or staff at UNHS for assistance. (*based on skills and experience)

Minimum Qualifications

Bachelor’s in business, marketing, education or related field plus two years sales or recruitment experience required. Experience must demonstrate strong interpersonal communications and presentation skills. Computer (PC) skills essential.

Physical Requirements

1. **General Physical Requirements** Indicate the appropriate response for an eight hour day:

	Circle the appropriate number of hours									<i>Indicate intermittent or constant</i>	
	0	1	2	3	4	5	6	7	8	Intermittent	Constant
Sit	0	1	2	3	4	5	6	7	8	_____	X
Stand	0	1	2	3	4	5	6	7	8	X	_____
Walk	0	1	2	3	4	5	6	7	8	X	_____
Drive Motor Vehicle	0	1	2	3	4	5	6	7	8	X	_____
Explain										_____	_____

2. THIS POSITION REQUIRES:

	Occasionally (less than 2 hrs daily)	Between 2 - 5 hrs daily	Over 5 hrs daily
Squatting	X	_____	_____
Bending	X	_____	_____
Kneeling	X	_____	_____
Reaching		_____	_____
➤ Overhead	X	_____	_____
➤ Forward	X	_____	_____
➤ Low	X	_____	_____
Twisting	X	_____	_____
Crawling	_____	_____	_____
Climbing		_____	_____
➤ Ladder	X	_____	_____
➤ Stairs	X	_____	_____
➤ Other	_____	_____	_____
Walking on rough ground	_____	_____	_____
Exposure to changes of temperature/humidity	_____	_____	_____
Exposure to dust/fumes/gases/chemicals	_____	_____	_____
Being near moving machinery	_____	_____	_____
Working from heights	_____	_____	_____

3. THIS POSITION REQUIRES EMPLOYEE TO:

	Indicate letter in appropriate Space:			
	LIFT=L	CARRY=C	PUSH=P	PULL-PL
	Less than 2 hrs daily	Up to 2 hrs daily	Between 2-5 hrs daily	Over 5 hrs daily
11 - 24 lbs	L, C, P, PL	_____	_____	_____
25 - 49 lbs	_____	_____	_____	_____
50 - 74 lbs	_____	_____	_____	_____
75 - 100 lbs	_____	_____	_____	_____
* Over 100 lbs	_____	_____	_____	_____

* If the position requires the employee to handle over 50 lbs - please explain

4. POSITION REQUIRES USE OF HANDS OR SPECIAL TOOLS/EQUIPMENT FOR:

	RIGHT	LEFT	BOTH
Keyboarding	X	_____	_____
Filing	X	_____	_____
Other Explain:	Operation of a computer mouse and keyboard		

5. THIS POSITION REQUIRES ATTENDANCE AT THE WORKPLACE

Job Family Zone Questionnaire

In Each Section, please select one answer that best describes your job:

Knowledge Skills and Abilities:

_____ Requires the ability to understand and apply basic job skills, knowledge of several work routines and the ability to apply such routines with minimal interpretation. May possess knowledge of other, related work activities within own functional area. May require the operation of routine equipment/tools. [1]

X Requires the ability to understand, interpret, apply and communicate information within a specialization and the ability to apply limited analysis in the completion of general functional procedures. May possess knowledge of work activities outside functional area. May require the operation of moderately complex equipment/tools. [2]

_____ Requires the ability to utilize advanced information within a specialization. Within specialization, possesses the ability to assess/ analyze situations and make adjustments to achieve desired objectives. Possesses knowledge of work activities outside functional area. May require the operation of complex equipment/tools. [3A]

_____ Requires the ability to apply, integrate and communicate extensive theoretical information within a recognized professional field. Facilitates and/ or establishes the achievement of functional area objectives. Requires knowledge of all related functional areas. May require the operation of highly complex equipment/tools. [3B]

_____ Integrates extensive theories and techniques within related or diverse disciplines to achieve results and/ or establish overall strategic directions. Requires wide-ranging administrative and/or specialized knowledge. May require the operation of highly complex equipment/tools. [4]

Problem Solving/Decision-making:

_____ Decisions/problem resolutions are repetitive and simple and typically guided by standard operating policies and procedures/practices exist. Tasks are clear and specific to a single discipline. [1]

X Decisions/problem resolutions require gathering/reviewing information from several sources. Simple analysis of facts determines course of action to be taken within the limits of standard operating policies and procedures/practices. Tasks are varied and may cross several disciplines. [2A]

_____ Decisions/problem resolutions require interpretation, discretion and judgment based on precedent or standard operating policies and procedures. Tasks are diversified and may require some creativity in dealing with unprecedented activities. [2B]

_____ Decisions/problem resolutions require synthesis/analysis in the use of theories and accepted principles. Programs/projects are governed by broad objectives, policies and/or theories. Requires the use of creativity in dealing with unprecedented activities. [3]

_____Decisions/problem resolutions require analysis and evaluation of major issues and courses of action impacting the overall direction of the functional area(s). Applies broad concepts and experience in making important decisions. May develop recommendations influencing long-term policies related to major organizational plans. [4]

Interactions:

_____Regular contact involves receiving and/or referring inquiries as well as giving or obtaining routine information relating to work being done. Requires the use of common business courtesy. [1]

Regular contact that involves giving or obtaining information as well as occasionally exchanging advice and opinions. Requires the use of common business courtesy, tact, discretion and some persuasion to maintain cooperative associations. [2]

_____Regular contact that involves exchanging advice and opinions as well as occasionally conveying conceptual ideas of a critical and/or long-range nature. Requires the use of judgment, timing, and persuasion to gain cooperation in the face of differences of opinion or controversy. [3]

_____Regular contact with major Programs/Teams or individuals. Overriding job requirement involves conveying conceptual ideas regarding matters of critical and long-range nature. Significant requirement for diplomacy, timing, and persuasion to gain concurrence or cooperation on operational issues in the face of significant differences of opinion or controversy. [4]

Supervision Received:

Supervised by procedures or by supervisor through periodic monitoring of progress and performance. May have latitude to determine sequence of own work tasks to meet clearly established schedules. [1]

_____Supervision by procedures or by supervisor through periodic monitoring of progress and performance. Determines sequence of own work tasks to meet established objectives. [2A]

_____General direction by supervisor by checking on completed tasks. Establishes own work schedule to achieve program objectives. Makes recommendations to superior regarding efficient functioning of program. [2B]

_____Responsible for conducting specialized assignments or developing programs under only general direction and guidance. [3]

_____Extensive latitude to work independently in matters that have a broad effect on overall policies, programs and/or areas of specialization. [4]

Supervision Exercised:

May provide incidental guidance to others. [1]

_____Provides functional supervision that is usually limited to assigning/reviewing work or may serve as work team leader. [2A]

_____Serves as work team leader. Distributes, schedules, and monitors the progress or work tasks of the program or project. May be involved in the recommendation of personnel actions to manager. [2B]

_____Supervises the work of a project or program that may include hiring, discipline, transfers, promotions, or salary changes within a functional area. May integrate work of two or more programs or one major function/or project. [3]

_____Establishes performance standards for designated programs and/or areas of specialization. Directs staff to include hiring, discipline, transfers, promotions, and salary changes. [4]

Impact:

_____Actions and decisions in this job are limited to the scope of the job, which primarily affect the immediate work group, but occasionally may extend beyond the immediate work group. Errors reflect unfavorably on the individual and may have an adverse impact on the functional area. [1]

Actions and decisions in this job have an impact which affects the immediate work group and also extends beyond the immediate functional area. Errors reflect unfavorably on the individual and the functional area. [2]

_____ Actions and decisions in this job have discernible impact to the short-term performance of the Program/Team and exerts some impact to its long-term success. Errors reflect unfavorably on the individual, the functional area, overall business operations and potentially other functional areas. [3A]

_____ Actions and decisions in this job have significant impact to the short-term performance of the Program/Team and exert an impact to its long-term success. The job exerts a considerable impact on decisions and final results typically affecting either an entire functional area or a major university activity; and may have unique accountability for financial and program or project objectives. Errors effect business operations, services and other individuals which may require special interventions to correct. [3B]

_____ Actions and decisions in this job exert broad and continuing impact on the future of one or more functional areas. The job exerts a major impact on decisions and final results affecting a major university activity; and/or has accountability for financial and program/project objectives and overall successes. Errors significantly interrupt business operations, services and potentially both internal and external constituents. [4]

Summary:	Zone Assignment=	
Authorization:	Name:	Date:
Human Resources		
Supervisor:		
Administrator:		