



# Academic Support Specialist

## INTO George Mason University

INTO George Mason University (INTO Mason) is a joint venture between George Mason University and INTO North America. INTO Mason's unique programs for international students provide tailored academic and English language instruction coupled with a highly supportive learning environment that supports adjustment to life in the U.S. and long-term academic success.

George Mason University is an innovative, entrepreneurial institution with national distinction in both academics and research. Mason is currently the largest and most diverse university in Virginia with students at campuses in Arlington, Fairfax, and Prince William as well as at learning locations across the Commonwealth. Rooted in Mason's diversity is a campus culture that is both rewarding and exciting work that is meaningful and opportunities to both collaborate and create. Mason is only minutes from the nation's capital, close to cultural activities, excellent schools, and vibrant neighborhoods in a region known for its dynamic growth.

## Company Background

INTO University Partnerships collaborates with leading universities to provide international students with a personalized and highly supportive learning environment allowing them to acclimate to life on a US university campus and prepare for long-term academic success. Since 2006, INTO has launched partnerships to internationalize universities in the US, United Kingdom and Asia, including Oregon State University, University of South Florida, Colorado State University, Marshall University, George Mason University, Drew University, Saint Louis University, University of Alabama at Birmingham, Washington State University, Suffolk University and Illinois State University.

## Job purpose

The Academic Support Specialist provides administrative data entry and processing services to the Advising and Academic Services team, which serves the INTO Mason English Language and Pathway Programs. This position provides the daily support needed to ensure student program and records changes are managed effectively and accurately.

## Reporting relationship

This position reports to the Associate Director, Advising and Academic Services but also assists the Enrollment team and Program Managers

## Essential Duties and Responsibilities

Primary responsibilities include, but are not limited to:

- Updating and maintaining student records in Excel and Access database.
- Merging student records with academic forms.
- Posting student record changes for processing by the Registrar



- Processing student class registrations and schedule changes
- Planning and executing student registration events
- Executing current student communication plans, including those related to academic status and attendance
- Reviewing and updating student progression & matriculation records and documents
- Tracking documentation processing between the Banner and SalesForce systems, and reconciling student study plans and records
- Other duties as assigned

## Required Qualifications

### Knowledge, Skills and Abilities:

- Demonstrated ability to work with MS Access and MS Excel
- Must be process- and detail-oriented
- Strong oral/written communication and interpersonal skills
- A strong work ethic and a positive, friendly, and customer service-oriented attitude
- Ability to work independently and as a team member
- Ability to prioritize and manage multiple tasks

### Education and Experience:

- An Associate's degree or an equivalent combination of education and experience
- Demonstrated experience managing records in an office setting
- Demonstrated experience prioritizing, meeting deadlines, and working under pressure while maintaining attention to detail

## Preferred Qualifications

### Knowledge, Skills and Abilities:

- Comfortable working with culturally and ethnically diverse populations, and possess exceptional cross-cultural communication skills
- Advanced abilities with MS Access and MS Excel

### Education and Experience:

- A Bachelor's degree
- Experience with student information data systems
- Proficiency with Ellucian BANNER and/or SalesForce applications
- Professional work experience managing student records in a university admissions or registrar's office
- Multilingual experience and cross cultural communications skills
- Experience and the ability to work with a wide variety of internal and external constituents

## Location

This position is based at the George Mason University, Fairfax campus.

## Salary

This is a non-exempt full-time position with a pay range of \$16.83/hour - \$19.23/hour, plus a full benefit package including Medical, Dental, Life and more. We offer up to 6% match on 401k, at least 10 paid holidays, and starting at 22 days of PTO. We offer a positive work environment, casual Fridays (wear your Green and Gold), on-site dining and company sponsored events. Candidates must be eligible to work in the U.S. no sponsorship is offered. Regular hours of work and days are Monday through Friday, 8:30 a.m. to 5 p.m. Due to the unique nature of the position evening and weekend work may be required during peak periods.



## How To Apply

To be considered for this position, please click the link below to submit your cover letter and resume:  
[https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=784f8d56-cd0b-4d3e-a1ac-d483f8f0a37e&jobId=48787&lang=en\\_US&source=CC2&cclid=19000101\\_000001](https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=784f8d56-cd0b-4d3e-a1ac-d483f8f0a37e&jobId=48787&lang=en_US&source=CC2&cclid=19000101_000001)

**INTO University Partnerships provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. INTO University Partnerships complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities.**

**George Mason University is an affirmative action/equal opportunity employer encouraging diversity.**