Job Classification Specification

Student Services Professional 2

Position Summary

Second level student services professional provides professional support in a specific area(s) of student services/programs such as recruiting and admissions, student finance, student affairs, and enrollment and registration, immigration laws and compliance, etc.

Requires knowledge and experience in own discipline; still acquiring higher level knowledge and skills. Builds knowledge of the organization, processes and customers. Solves a range of straightforward problems. Analyzes possible solutions using standard procedures. Receives some guidance and direction.

TYPICAL TASKS (These examples do not include all possible tasks in this work and do not limit the assignment of related tasks in any position of this class.)

Recruits, evaluates, and participates in the selection of candidates for admission.

Develops public presentations designed to promote the school and program. Identifies and develop tailored recruiting materials to reach a variety of perspective student groups.

Manages the on-campus recruiting programs and events. Maintains and/or establishes relationships with regional and national employers. Counsels recruiters on trends, best practices, student profiles, recruiting statistics, etc.

Develops and conducts informational sessions and provides advice on internship/training opportunities for the students. Researches market trends and prepares statistical data and report.

Coordinates study abroad programs and related activities such as pre-departure orientations, re-entry support, and site visit. Participates in program and curriculum development and evaluation.

Interprets immigration laws and regulations. Advises and guides international students and scholars on federal and state laws, and regulations to ensure compliance.

Oversees student records and course and class data for completion and accuracy. Resolves non-routine issues and recommends for process improvement.
Counsels and advises students on academic program policies and advises students in addressing academic problems, making educational choices and decisions through weighing different options.

Advises and consults on student groups, clubs, events, and activities regarding aims, policies, plans and philosophies.

Oversees, plans, and organizes student events, e.g. student orientation, career fairs, cultural awareness programs, retention, conferences, and graduation ceremony.

Participates in the development of strategies for recruiting, admissions, enrollment, and student affairs, etc. Implements programs and resolves problems.

**Operational Role**

Puts into effect what is required by defined job duties and clear objectives following established procedures and protocols; can alter the order in which work is performed but usually not the expected end result which can be improved, but not qualitatively changed.

**Scope of Measurable Impact**

Actions tend to facilitate work outcomes that meet general reporting requirements, internal checks and balances, regulatory guidelines, or similar results that promote the welfare of students, faculty and staff and safeguard the institution by providing necessary inputs to others in the form of information or finished materials.

**Independence and Decision-Making**

Job holders are guided by general procedures and professional norms, with periodic checks on accuracy, quality and timeliness of outcomes.

**Complexity and Problem Solving**

Finds solutions to routine technical or operational problems; once problem is identified, solutions generally can be resolved using conventional or standard procedures.

**Required Qualifications**

BA/BS with at least 2 years of experience or a combination of related education and work experience to equal six years; position involves comparing, verifying and reconciling data to help department achieve overall objectives.
Effective TBD