Job Classification Specification

Student Services Professional 1

Position Summary

First level student services professional provides professional support to a specific area(s) of student services/programs such as recruiting and admissions, student finance, student affairs, and enrollment and registration, etc.

Develops competence by performing structured work assignments. Identifies a problem and all relevant issues in straightforward situations, assesses each using standard procedures, and makes sound decisions. Receives instruction, guidance and direction from others.

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.)

Develops and conducts public presentations designed to promote the school and programs. Attends recruiting events and answers questions from perspective students regards to admissions processes, degree options, etc.

Reviews applications for admissions and makes preliminary admission decisions.

Meets prospective students and parents about educational programs available at the University. Recruits and supervises student and volunteers to lead campus tours.

Plans and supervises the maintenance of student records. Determines registration hold placement or removal including authorization to register and grant exceptions to collegiate or campus procedures on a case-by-case basis. Recommends revisions to existing policies upon reviewing trends and patterns.

Advises students on academic program policies and advises students in addressing academic problems, making educational choices and decisions through weighing different options.

Counsels and provides referrals to students on social, emotional, financial, personal, education, vocational, and related behavioral and adjustment problems.

Advises and consults on student clubs, events, and activities for student engagement and compliance. Oversees, plans, and organizes student events, e.g. student orientation, career fairs, cultural awareness programs, retention, conferences, and graduation ceremony.
Participates in college committees, e.g. admissions, scholarship, curriculum. Gathers and analyzes data and prepares reports for department decision-making, e.g., estimate possible course enrollment, graduation rates, available budget, or financial estimates.

Acts as liaison between students and University officials and between the University and outside agencies or groups.

**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**

General supervision; progress/outcomes are frequently observed/reviewed; work is largely scripted by established procedures and guidelines.

**Complexity and Problem Solving**

Problems tend to be of limited scope and complexity, generally quickly and relatively easily resolved.

**Required Qualifications**

BA/BS or a combination of related education and work experience to equal four years; applies knowledge and skill to a recurring task or activity with emphasis typically on precision and timeliness of execution.

Effective TBD