Job Classification Specification

Student Services Professional 3

Position Summary

Third level student services professional leads the development and operations of assigned segment of student services and programs.

Requires in-depth knowledge and experience. Solves complex problems; takes a new perspective using existing solutions. Works independently; receives minimal guidance. Acts as a resource for colleagues with less experience. Likely to act as an informal resource for colleagues with less experience. Represents the level at which career may stabilize for many years or even until retirement.

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 customized recruiting strategies for perspective student populations. Recruits, evaluates, and participates in the selection of candidates for admission.

Oversees collegiate course scheduling and registration processes and maintains student records systems and tools.

Leads and manages on-campus recruiting programs and activities through collaboration with internal partners and external employers.

Identifies and establishes relationship with new regional and national employers and develops strategies to connect employers with their desired target audiences. Counsels recruiters on trends, best practices, student profiles, and recruiting statistics.

Plans, develops and leads the implementation of an integrated program and service to assist current students and alumni in career planning and job searches.

Provides vision, oversight and support for various student groups and organizations. Advises and guides student leaders regarding aims, policies, plans and philosophies. Develops programs to create a diverse and inclusive University community and programs that offer opportunities for students to develop leadership experiences and skills.

Manages and oversees study abroad programs and related activities. Recruits and advises students for assigned programs. Conducts analysis and initiates new program offerings.
Leads project teams in the development of student services programs or policies based on best internal and external practices. Manages project staff and budget.

**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**

Actions tend to be guided by schedules, due dates, and clear deliverables -- supervision only generally occurs when there are repeat problems or missed deadlines.

**Complexity and Problem Solving**

Issues are varied; problems tend to be technical in nature and are solvable through deep technical know-how and imaginative workarounds.

**Required Qualifications**

BA/BS plus at least 4 years of related experience; often the senior-most individual contributor in a department to whom other more junior employees go to for technical guidance.

Effective TBD