Job Classification Specification

Student Service Program Specialist 1

Position Summary

First level student services program specialist providing program development and consultation in specific student services functional areas. Incumbent at this level demonstrates substantial knowledge and often serves as lead in developing new programs and activities.

Responsible for handling a variety of assigned projects. Applies subject matter knowledge. Provides leadership to staff. Coordinates and supervises the daily activities of business or technical support or production team. Sets priorities for the team to ensure task completion; coordinates work activities with other supervisors. Decisions are guided by policies, procedures and business plan; receives guidance and oversight from manager.

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.)

Directs and supervises the operation of, or assumes major technical responsibility in, an assigned segment of the collegiate or University student services program in areas such as admission and enrollment, registration and student records, student finance, academic advising, career counseling, and student groups and organizations.

Manages day-to-day operations and sets up program goals, priorities, and procedures.

Initiates, defines and manages projects to enhance and expend current programs and services. Manages projects and workflow to ensure project goals and deadlines are met.

Provides consultation and training to departments and communities regarding effectively serving student communities.

Counsels students and scholars requiring advanced methods to the solution of complex social, emotional, financial, personal, education, vocational, and related behavioral and adjustment problems.

Serves as the functional and technical lead on resolving complex system and/or process issues.

Serves on collegiate and/or University-wide committees engaged in formulating policies and establishing standards and practices to ensure quality and compliance.

Leads and coach staff. Sets priority and provides work directions.
**Operational Role**

Modifies practices and procedures to improve efficiency and quality; searches for better ways to effectively achieve end results by, for example, scheduling work steps, arranging/re-arranging the way work is generally performed, and adding or deleting elements of processes as necessary.

**Scope of Measurable Impact**

Actions tend to affect a department or critical project outcomes; performance results tend to relate to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, and resource allocation/effectiveness.

**Independence and Decision-Making**

Typically works under general supervision but has the discretion to make daily operational decisions; given understanding of best practices and the way similar units run elsewhere, is able to convincingly recommend capital and process improvements to the area.

**Complexity and Problem Solving**

Problems cannot be identified and resolved in simple cause-effect terms; rather, problems require integrative solutions such as how technologies, processes, resources, and people all fit together in order to sustain productivity -- understands the smallest details of a circumscribed area.

**Required Qualifications**

Requires BA/BS with at least 6 years of experience; may supervise a small homogeneous department or larger process-oriented area whose members perform like activities.

**Supervision**

Has the authority to hire, transfer, promote, discharge, suspend, assign work, reward, discipline, and direct the work of both full-time and part-time University employees.

Effective TBD