Job Classification Specification

Student Services Program Specialist 2

Position Summary

Second level of student program specialist providing expert services and consultation in a specific or multiple subject area(s). Incumbent at this level is a recognized content expert within the community and is responsible for leading a variety of assigned projects.

Responsible for handling a variety of moderately complex assigned projects. Applies subject matter knowledge; requires capacity to understand specific needs or requirements to apply skills/knowledge. Provides leadership to supervisors and/or professional staff. Decisions are guided by policies, procedures and business plan; receives guidance from senior manager. Provides technical guidance to employees, colleagues and/or customers.

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.)

Responsible for overall program operations and provides leadership and management for areas such as admission and enrollment, registration and student records, student finance, academic advising, career counseling, and student groups and organizations etc.

Oversees program and services to served student communities and leads the effort on initiating new programs and on improving existing offering and processes.

Builds and maintains effective working relationship with the campus and outside partners to support programs success.

Serves on collegiate or University committees and contributes to the development of policies and regulations governing functional areas.

Manages program budgets, schedules, and resources.

May supervise, coach and mentor staff. 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

Mostly works independently according to standard operating procedures (may develop some processes/procedures); generally responsible for keeping processes moving in a productive direction, and will look for supervisory approvals when changes to process steps are considered and additional resources for task completion required.

Complexity and Problem Solving

Problems are increasingly difficult to identify and are sufficiently difficult that they cannot be solved using existing practices and procedures; may have to respond/adapt to changing conditions or circumstances, necessitating enterprise and new approaches.

Required Qualifications

Requires BA/BS with at least 8 years of experience and prior oversight of a small department or cross-disciplinary team; typically is responsible for managing a department of notable size, complexity, or significance that, in part, affects how well the organization to which the incumbent belongs operates.

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