Job Classification Specification

Student Services Program Specialist 3

Position Summary

Third level of student services specialist responsible for highly complex or specialized student services programs. Anticipates and plans for long-term organization needs and trends. Is recognized as an expert within the organization, both within and beyond own function.

Responsible for handling a variety of assigned highly complex projects in. Applies expert level subject matter knowledge. Formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of applicable business systems and industry requirements. Decisions are guided by policies, procedures and business plan. Operates independently with guidance and oversight from manager by exception.

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.)

Leads program and/or departmental strategic planning and responsible for continuous development and improvement in respond to industry trends and needs of students served.

Initiates and develops student services programs and processes to promote academic, personal, cultural, and social growth of students and to meet short term and long term University and/or collegiate goals and plans.

Leads the process to develop measurement and tools to assess student satisfaction and program success. Directs process improvement efforts.

Represents department internally and externally.

Manages highly complex or large scale projects and provides leadership to ensure successful execution with great latitude on project execution and resource allocation.

Leads the effort to explore a range of campus and community options to assist in effective management and resolution of new challenges.
Responsible for oversight of departmental and/or program policies and procedures related to University, federal, and state regulations and compliance.

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**

Work is focused on and regulated by specific personal goals and milestones; generally can act based on own judgment as long as actions adhere to policy and operating procedures, and remain focused on objectives -- seeking assistance only when highly difficult issues arise or when confronted with problems of considerable material or political consequence.

**Complexity and Problem Solving**

Problems are frequently unique and unexpected. Resolution of issue needs expert level knowledge of discipline and the ability to push back on internal processes to determine the root cause of the issue. Issues are those that have campus or university wide impact.

**Required Qualifications**

Requires BA/BS with at least 10 years of experience; may lead a highly specialized/technical area. Often has developed a specialty area (or areas of expertise) in which he/she is recognized as particularly proficient.

Effective TBD