Job Classification Specification

Student Services Manager 1

Position Summary

This is the first level of Student Services management series. Responsible for overseeing the daily operations of one or more closely related student services operations or programs. A position at this level may have a portion of time spent performing individual tasks related to the department; however, managerial activities are a primary job function. Provides leadership and direction to three or more professional and/or support staff.

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.)

Provides day-to-day management oversight to one or more closely related student services operations or programs in areas such as student advising, recruitment and admissions, student finance, registration and records, career counseling, and student affairs, etc.

Participates in the strategic planning process. Provides recommendations to senior management on developing, implementing, and revising student services programs.

Determines and aligns staff work plans and goals with the overall strategies established for the work unit or department.

Initiates, defines and manages projects to enhance and expend current services or programs. 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.

Serves as the functional and technical lead on resolving complex system and/or process issues.
Proposes annual budgets for the assigned unit and approves expenditures within assigned budget.

**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