Job Classification Specification

Student Services Manager 2

Position Summary

This is the second-level in the Student Services management series. Responsible for managing, planning, and implementing student services programs and policies for University-wide programs or a variety of functional areas for small to moderate size college/administrative units. Provides leadership and direction to three or more supervisors and/or professional staff.

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.)

Develops, implements, and maintains student services programs and services for assigned area(s).

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

Oversees programs and services to served students and leads the effort on initiating new programs and improving existing processes.

Sets up departmental goals and priorities. Manage departmental budgets, schedules, and resources.

Supervises three or more student professional staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and making hiring, promotion, reward, termination, and disciplinary decisions.
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