Office of Human Resources

Job Classification Specification

Student Services Manager 3

Position Summary

This is the third-level in the Student Services management series. Responsible for providing strategic leadership and managing, planning, and implementing student services programs and policies for University-wide programs or moderate to large scale college/administrative units. Provides leadership and direction to three or more supervisors and/or professional staff with a significant amount of time is spent on strategic analysis and management responsibilities.

Responsible for handling a variety of complex assigned projects. Applies subject matter knowledge; requires capacity to understand specific needs or requirements to apply skills/knowledge. Provides leadership to three or more managers, supervisors and/or professional staff. Decisions are guided by resource availability and functional objectives.

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 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 college/departmental goals and plans.

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

Responsible for oversight of departmental and/or program policies and procedures related to University, federal, and state regulations and compliance.

Determines and aligns staff work plans and goals with the overall unit strategies. Forecasts unit expenses and manages budgets which include setting priorities, allocating resources and, approving and monitoring expenses.
Supervises three or more 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**

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 troubles arise or when confronted with problems of considerable material or political consequence.

**Complexity and Problem Solving**

Problems are frequently unique and unexpected; facility with discipline and concept of excellence allows incumbent to "tear apart" processes, question assumptions, etc. in order to identify problems and get to the heart of an issue.

**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.

**Required Qualifications**

Requires BA/BS with at least 10 years of experience to include supervisory responsibilities; most often runs a department that requires in depth understanding of two or more subject areas, or oversees a highly specialized/technical area; often has developed a specialty area (or areas of expertise) in which he/she is particularly proficient and recognized for.

Effective TBD