Job Classification Specification

One Stop Counselor 2 (revised on 5/13/2015)

Position Summary

The One Stop Counselor 2 position provides cross-functional services in the areas of registration, financial aid, billing and payments to students, parents, faculty, staff and the University community. The incumbent offers pro-active and on-the-spot, independent diagnostic support and problem resolution in a broad range of areas and issues. Major responsibilities include: analyzing and updating student accounts and academic records, counseling and resolving complex issues, processing registrations, and providing outreach to future students. This position has minimal supervision and uses a high degree of professional judgment while maintaining confidentiality.

Requires knowledge and experience in own discipline; still acquiring higher level knowledge and skills. Builds knowledge of the organization, processes and customers. Solves a range of straightforward problems. Analyzes possible solutions using standard procedures. Receives some guidance and direction.

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.)

Counsels and advises students and parents regarding in-depth financial aid questions concerning FAFSA applications, financial aid eligibility and disbursement of aid, as well as cost of attendance figures, difference and benefits of different aid types and estimated family contribution formulas.

Advises and problem-solve with students on a variety of issues to include enrollment, registration, and records.

Keeps abreast of University, departmental, federal and state regulations. Exercises authority to implement changes and makes exceptions to students’ records.

Continually looks for ways to improve service to students, parents, faculty, staff and the University community.

Investigates appeals, waivers, and petitions as well as supporting documentation to make decisions, and evaluate and complete appeals to include: Late Registration, Late Payment, Late Installment Fee, Student Service Fee Waiver Requests, e-Bill Exemption, and Late Enrollment.
Reviews and processes transcript request forms, certification letter requests, and financial aid information requests.

Adds/removes Service Indicators and holds from student’s account.

Conducts presentations to students, parents, prospective students, other University and external audiences.

Monitors policy, procedure, and student changes, and to ensure accuracy. Participates in developing and implementing new initiatives and programs.

**Operational Role**

Puts into effect what is required by defined job duties and clear objectives following established procedures and protocols; can alter the order in which work is performed but usually not the expected end result which can be improved, but not qualitatively changed.

**Scope of Measurable Impact**

Actions tend to facilitate work outcomes that meet general reporting requirements, internal checks and balances, regulatory guidelines, or similar results that promote the welfare of students, faculty and staff and safeguard the institution by providing necessary inputs to others in the form of information or finished materials.

**Independence and Decision-Making**

Job holders are guided by general procedures and professional norms, with periodic checks on accuracy, quality and timeliness of outcomes.

**Complexity and Problem Solving**

Finds solutions to routine technical or operational problems; once problem is identified, solutions generally can be resolved using conventional or standard procedures.

**Required Qualifications**

BA/BS with at least 2 years of experience or a combination of related education and work experience to equal six years; position involves comparing, verifying and reconciling data to help department achieve overall objectives.

Effective 6/1/15