Job Classification Specification

One Stop Counselor 4

Position Summary

The One Stop Counselor 4 position holds the most senior role for counseling and advises on the most complex and complicated matters regarding student academic and degree progress, as well as financial matters. Incumbents at this level play a leading role on designing and implementing strategic initiatives to enhance the student experience and to assist the institution with its mission and goals of increased retention, graduation, and other student success measures; regularly leads, coaches, and provides leadership and some work direction to less experienced One Stop Counselors.

Recognized as an expert in own area within the organization. Requires specialized depth and/or breadth of expertise. Interprets internal or external business issues and recommends solutions/best practices. Solves complex problems; takes a broad perspective to identify solutions. Works independently, with guidance in only the most complex situations.

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.)

Initiates new programs and services and leads project and team on implementation. Identifies program needs, outcomes, resources, and evaluates effectiveness for improvement.

Interprets University, state, and federal policies and procedures and exercises authority to implement changes and make exceptions to policies without supervisory approval.

Collaborates with the college, academic advisers, and the ASR Student Degree Progress group to create success roadmap to help student with their degree program in pursuit of graduation.

Works with high-care students referred by counselors, and handle supervisor calls/inquiries that have escalated. Counsels on the most difficult and challenging escalated cases and problems. Advises, investigates, and resolves issues from prospective, current, and former students, parents, faculty, staff, collegiate units, other third parties, and the public.

Develops workshops and curriculum to meet the changing needs of the economy.
Assists with high profile student cases that require collaborative outreach and communications with the President's Office, University Relations, Office of the General Counsel, Disability Resource Center, Behavioral Consultative Team, and other collegiate and administrative entities.

Advises on in-depth financial aid questions assuring adherence to all regulatory compliance concerning financial aid applications, financial aid eligibility, disbursement and refunds, cost of attendance budget components, etc.

Conducts one-on-one financial literacy and financial wellness counseling meetings for students and parents. Monitors individual progress of students’ financial and academic components and provides personalized plans or interventions to ensure optimal student financial status.

Provides service to veterans, military service members, and their dependents to ensure that resources are available to them, as well as appropriate military benefits are being fully utilized.

Provides counsel to the management team, interpreting business issues and providing suggestions for or leading efforts to implement and improve the One Stop organization.

Coaches and mentors all One Stop Counselors and Customer Relations Representatives (CRR) to assist with examining unusually complex situations.

Identifies training needs and creates solutions with new curriculum for refresher training. Leads service expectation sessions and meetings with college advisers and faculty advisers.

Responsible for ensuring compliance with federal regulations as it relates to veteran educational benefits with U.S. Department of Veterans Affairs, and serve as experts for internal and external audits.

Coaches One Stop Counselors and CRRs when working with extremely high-care student situations with retention risks to identify additional financial aid or degree success solutions.

**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**

Works under general supervision but usually is given the latitude to make decisions on projects that he/she is accountable for delivering on; decisions may involve selecting an approach from among alternatives, timing when certain tasks should be performed, determining how to best use available resources, and other similar choices.

**Complexity and Problem Solving**

Problems are often not solved with strict technical resolution; problem resolution and project completion involve substantial planning and scheduling in order to obtain and align resources when and where needed.

**Required Qualifications**

BA/BS and at least 5 years of related experience or Master’s degree plus 3 years of related experiences. At least one year of the experiences should be from higher education institution(s) of comparable size. Certification in Personal Financial Management. Senior individual contributor who often is a designated lead or who frequently is assigned project leadership roles within a function or similarly-sized organization usually in the same discipline.

Effective 6/1/15