**STUDENT SERVICES SPECIALIST**

*Note: This material is not intended to represent a complete position description; it is meant as a job aid to provide a foundation for completing a detailed individual description. All functions and tasks listed below will not apply to every position and this is not an exhaustive list of potential duties. Supervisors should select any of this material which applies to provide a framework for their description, then add detail, context, and other functions relevant to their specific needs. This material is also competency-level neutral. In addition to functions and tasks, other considerations including but not limited to scope, organizational placement, and reporting relationship are key determining factors in position leveling.*

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| **FUNCTIONS** | **TASKS** |
| Student Records and Reporting | * Generates and compiles data for admissions, enrollment, student progress, graduation, and degree reporting
* Updates and maintains files on past and present students
* Participates in development and distribution of annual reports by providing information and data on student issues
* Exercises appropriate confidentiality in record-keeping in accordance with local policies and FERPA regulations
* Compiles information for student and faculty data requirements
* Uses reporting dashboards and other available technology to manage prospect/applicant/ student/alumni data
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| Admissions and Registration | * Acts as a primary point of contact for the admissions and/or registration process
* Responds to inquiries regarding the status of applications and registration
* Troubleshoots issues with the application process
* Establishes and/or executes admissions and/or registration processes and evaluates for areas of improvement
* Serves as a voting member of the admissions committee and/or provides guidance/information/assistance to admissions committees
* Provides expert guidance to admissions committee and/or advisory board regarding qualification requirements, interpreting admissions guidelines, and admissions quota goals
* Evaluates applicants for required credentials and other admissions criteria; determines if basic admissions criteria are met; makes initial status decisions and/or ranks applications based on admissions requirements
* Serves as a liaison to ISSS regarding foreign student admissions and visa requirement issues
* Facilitates registration and late registration processes, cancellations, drop/add issues, and other related functions
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| Recruitment and Orientation | * Participates in planning, organizing, and executing recruitment events
* Develops, edits, and/or maintains recruitment literature, handbooks and website information
* Schedules and plans interviews for candidates; facilitates the interview and evaluation process for prospective students
* Represents the program or School at recruitment events
* Plans and coordinates visits for prospective students
* Plans and conducts orientation sessions for new students to introduce them to the program, the School, and the University
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| Student Counseling/Advising | * Provides program information and updates to current and prospective students
* Counsels students on degree requirements, deadlines, services, course schedules, departmental policies available services, and other relevant topics
* Advises students on strengthening their applications and how to best meet their career goals
* Advises students on course credit transfers, course selection, and strengthening credentials
* Coordinates any relevant student appeals processes
* Identifies at-risk students and works with them and other relevant parties to address issues
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| Residency/Fellowship | * Provides residency information in response to inquiries from prospective/current students and parents
* Provides guidance on the residency application process
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| Graduation | * Verifies students have completed all requirements for graduation
* Monitors student progress toward graduation and alerts students and faculty to deficiencies or potential problems
* Plans and organizes departmental commencement exercises and events; creates agendas and collateral for commencement
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| Scholarship Funding | * Advises students on the requirements of available scholarships
* Coordinate tuition remission funding budgets, disbursement, tracking, and reporting
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| Administrative and Programmatic Duties | * Develops and prepares departmental class schedules and coordinates classroom assignments
* Oversees the course evaluation process
* Reviews, maintains, and/or evaluates academic policies and policy changes
* Manages recruiting, orientation, and event budgets including processing reimbursements and payments
* Coordinates payroll for students with Graduate School
* Performs program needs assessments and identifies strengths and weaknesses within the program; makes recommendations to address shortcomings or leverage strengths
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| Team Lead | * Directs the daily workflow of other staff members by assigning tasks
* Trains new staff members on work methods, policies, and practices
* Provides feedback to supervisors on team members for performance evaluations
* Serves as a resource to other team members for questions or work issues
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| Supervision | * Provides full supervision to [define subordinate positions]; interviews and makes hiring decisions/recommendations; recommends initial pay rates and subsequent adjustments; ensures employees are trained in job responsibilities and provides for ongoing development; manages the performance review process and assigns performance ratings; addresses performance deficiencies and disciplinary issues as needed; sets work schedules and approves leave requests
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| Other Duties (5% max) | * Other duties as assigned by management to meet business needs
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**STATE–DEFINED COMPETENCIES** *(Use to complete section 7 of the position description by defining how these apply to your specific job. All competencies may not apply to all jobs. Do not add any additional competencies beyond those provided by the state.)*

* Managing Work Processes
* Decision Making
* Coordination – Operations
* Program Management
* Client/Customer Service
* Information/Records Administration
* Managing Work and Performance

**MINIMUM TRAINING AND EXPERIENCE** *(Cut and paste into section 8 of the position description form with no additions or deletions):*

Bachelor’s degree; or equivalent combination of training and experience. All degrees must be received from appropriately accredited institutions.