

MASTER SPECIFICATION

JOB INFORMATION

Date:	10/17/2017 1:11:35 PM
Official Title:	Student Services Specialist Master
System Affiliation:	
Employee Category:	
Pay Grade:	Pay Grade 5
Scheduled Hours	
Job Code:	323334
Job Family:	Student Services

JOB SUMMARY

The Student Services Specialist performs a variety of tasks associated with student services and operations in various Student Services areas of an institution.

NATURE OF WORK

The Student Services Specialist is a professional level position responsible for facilitating the application and admission of students into higher education, particularly those who are first in their family to pursue post-secondary education. Job responsibilities require the ability to develop and evaluate alternatives for possible courses of action. Work is performed under immediate supervision, working within guidelines and established standards. Problems faced in this position are highly varied, complex, and often non-recurring, which may require novel and creative approaches to resolution. Decisions have major implications on the management and operations of an area within a department, and may contribute to important strategy, operations, and business decisions that affect the department.

Distinguishing Characteristics

Examples of Duties

Essential Functions

Assists students in various routine activities (i.e., financial aid processes, career services, registration, student employment, and course/classroom scheduling), maintains disciplinary case records, conducts scheduling, processes payments, and monitors students' academic progress.

Takes care of students' needs, whether academic or personnel to ensure students' continuous enrollment and success.

Monitors test proctoring, and budgetary records.

Prepares and proofreads correspondence, collects data and generates routine reports.

Processes forms, provides information, verifies schedules, distributes student aid, disperses petty cash, posts payments, and maintains test security.

Conducts miscellaneous financial transactions, maintains confidential information, prepares routine and special reports, processes student payments, and tracks/reconciles accounts.

Processes transcripts in response to student requests.

Performs other job related duties as assigned.

Performs other functions as required or assigned. Also complies with all Policies and Standards.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education

Education Level	Field of Study	Req	Pref	And/Or
Master's degree	Counseling, Student Personnel (guidance and counseling), or Psychology	X		

Additional Experience

Check here if experience may substitute for some of the above education and describe how.

X

Work Experience

<i>Experience</i>	<i>Experience Details</i>	<i>Req</i>	<i>Pref</i>	
2 year +	Experience in counseling or a directly related field	X		