

## Job Template: Student Services Program Assistant 1

<b>Occupational Group</b>	Student Programs/Services
<b>Job Family</b>	Student Programs Coordination/Management
<b>Job Path</b>	Student Services Professional
<b>Job Title</b>	<b>Student Services Program Assistant 1</b>
<b>Job Category: P</b>	<b>Job Level: 1</b>
<b>FLSA Status: N</b>	<b>Job Code: L51000</b>

### **P1: Level Standards**

#### **GENERAL ROLE**

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence.

Incumbents:

- Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
- Assignments tend to be reoccurring and work outputs generally are delivered in a prescribed form/format.
- May alter the order in which work or a procedure is performed to improve efficiency and effectiveness.

#### **INDEPENDENCE AND DECISION-MAKING**

→ *Supervision Received*

- Works under supervision.
- Progress and outcomes are reviewed for consistency with instructions and established procedures.

→ *Context of Decisions*

- Determines the process of how work is to be done based on precedent, practice, and existing policy at the unit/office level.

→ *Job Controls*

- Receives some instructions with respect to details of most work assignments.

#### **COMPLEXITY AND PROBLEM SOLVING**

→ *Course of Resolution*

- Resolutions are typically generated by utilizing existing procedures or practice.
- Typically, problems can be quickly and relatively easily resolved.

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<b>FLSA Status: N</b>	<b>Job Code: L51000</b>

→ *Measure of Creativity*

- Tasks or activities are reoccurring with emphasis typically on precision and timeliness of execution.

### COMMUNICATION EXPECTATIONS

→ *Manner of Delivery and Content*

- Regularly provides information on finished materials to others.

### SCOPE AND MEASURABLE EFFECT

- Actions regularly affect an individual, item, event, or incident, etc.
- Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
- Incumbents indirectly promote the general welfare of students, faculty and staff, and safeguard the institution by playing an important role within a process.

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<b>Job Path</b>	Student Services Professional
<b>Job Title</b>	<b>Student Services Program Assistant 1</b>
<b>Job Category: P</b>	<b>Job Level: 1</b>
<b>FLSA Status: N</b>	<b>Job Code: L51000</b>

### Job Template

#### GENERAL SUMMARY

Provides administrative as well as rudimentary program support for a student center or services department. Supports a wide variety of programs.

#### REPORTING RELATIONSHIPS AND TEAMWORK

Works under the supervision of a supervisor or manager.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

- Delivers various aspects of program events, outreach activities, and promotional materials.
- Assists in coordinating student program logistics and provides administrative support for program staff.
- Serves as a resource to individuals and groups on matters relating to program activities, administrative policies, and procedures.
- Assists assigned program committees in developing, planning, budgeting, scheduling, and marketing programs.
- Maintains accurate records and may assemble data and prepare statistical and/or historical reports.
- Compiles and maintains collection of resource materials and program information.
- Provides general office support, including answering phones, responding to inquiries, and directing calls.
- Processes administrative and financial paperwork.
- Assists in producing informational and promotional materials.
- Performs related work as required.

#### MINIMUM QUALIFICATIONS

- Bachelor's degree in related field.
- Up to one years of related experience.

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<b>Job Path</b>	Student Services Professional
<b>Job Title</b>	<b>Student Services Program Assistant 1</b>
<b>Job Category: P</b>	<b>Job Level: 1</b>
<b>FLSA Status: N</b>	<b>Job Code: L51000</b>

### COMPETENCIES

#### Knowledge of:

- Higher education environment
- Principles and practices of program administration
- Microsoft Office and related software applications

#### Skill in:

- Planning and organization
- Understanding students and fostering student success
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis
- Interpersonal and diplomatic communication with constituents

#### Ability to:

- Identify problems and create solutions
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Produce reports and analyses in clear and concise formats
- Design and edit departmental materials
- Maintain the confidentiality of information and professional boundaries
- Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management

## Job Template: Student Services Program Assistant 2

<b>Occupational Group</b>	Student Programs/Services
<b>Job Family</b>	Student Programs Coordination/Management
<b>Job Path</b>	Student Services Professional
<b>Job Title</b>	<b>Student Services Program Assistant 2</b>
<b>Job Category: P</b>	<b>Job Level: 2</b>
<b>FLSA Status: E</b>	<b>Job Code: L51001</b>

### **P2: Level Standards**

#### **GENERAL ROLE**

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence.

Incumbents:

- Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
- Tend to have assignments that are reoccurring and work outputs generally are delivered in a prescribed form/format.
- Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
- May recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

#### **INDEPENDENCE AND DECISION-MAKING**

##### *→ Supervision Received*

- Works under general supervision.
- Periodic checks on accuracy, quality, and timeliness of outcomes.

##### *→ Context of Decisions*

- Independently develops how work is to be done based on precedent, practice, and existing policy at the unit/office levels.

##### *→ Job Controls*

- Possess the latitude to adjust the work processes or methods to effectively and efficiently manage their work assignments.
- Guided by general procedures and professional norms.

## **Job Template: Student Services Program Assistant 2**

<b>Occupational Group</b>	Student Programs/Services
<b>Job Family</b>	Student Programs Coordination/Management
<b>Job Path</b>	Student Services Professional
<b>Job Title</b>	<b>Student Services Program Assistant 2</b>
<b>Job Category: P</b>	<b>Job Level: 2</b>
<b>FLSA Status: E</b>	<b>Job Code: L51001</b>

### **COMPLEXITY AND PROBLEM SOLVING**

→ *Range of issues*

- Problems tend to be modestly technical or operational.

→ *Course of Resolution*

- Performs comparisons, verifications, reconciliations, compilations, etc. and such of data, program or student services/practices, or operational/staff output.
- Understands the end product/outcome and where to send and receive information and materials to fulfill the assigned responsibilities.

→ *Measure of Creativity*

- Once problems are identified, solutions generally can be resolved using conventional or standard procedures.
- Most of the obstacles, issues, or concerns can be handled with established practice and policy.

### **COMMUNICATION EXPECTATIONS**

→ *Manner of Delivery and Content*

- Regularly provides information on finished materials to others.

### **SCOPE AND MEASURABLE EFFECT**

- Actions typically affect an individual, item, event, or incident, etc.
- Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
- Incumbents indirectly promote the general welfare of students, faculty and staff, and safeguard the institution by playing an important role within a process.

## **Job Template: Student Services Program Assistant 2**

<b>Occupational Group</b>	Student Programs/Services
<b>Job Family</b>	Student Programs Coordination/Management
<b>Job Path</b>	Student Services Professional
<b>Job Title</b>	<b>Student Services Program Assistant 2</b>
<b>Job Category: P</b>	<b>Job Level: 2</b>
<b>FLSA Status: E</b>	<b>Job Code: L51001</b>

### **Job Template**

#### **GENERAL SUMMARY**

Provides administrative and programmatic support for a student center or services program. Monitors day-to-day activities of designated program or department.

#### **REPORTING RELATIONSHIPS AND TEAMWORK**

Works under general supervision of a supervisor or manager.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

- Coordinates program logistics and provides administrative support for program staff.
- Serves as a resource to individuals and groups on matters relating to program activities, administrative policies, and procedures.
- Advises and assists assigned program committees in developing, planning, budgeting, scheduling, and marketing programs.
- Compiles data based on research techniques and statistical compilations. Prepares accurate reports, as required.
- Compiles and maintains collection of resource materials and program information.
- Performs office management duties in processing administrative and financial paperwork.
- Reviews operating procedures for efficiency and effectiveness. Makes minor changes or recommends major changes or improvements.
- Designs, schedules, and produces informational and promotional materials including brochures, posters, advertising flyers, and newspaper advertisements.
- Performs related work as required.

#### **MINIMUM QUALIFICATIONS**

- Bachelor's degree in related field.
- Two to three years of related experience.

## **Job Template: Student Services Program Assistant 2**

<b>Occupational Group</b>	Student Programs/Services
<b>Job Family</b>	Student Programs Coordination/Management
<b>Job Path</b>	Student Services Professional
<b>Job Title</b>	<b>Student Services Program Assistant 2</b>
<b>Job Category: P</b>	<b>Job Level: 2</b>
<b>FLSA Status: E</b>	<b>Job Code: L51001</b>

### **COMPETENCIES**

#### **Knowledge of:**

- Higher education environment
- University rules and regulations
- Principles and practices of program administration
- Microsoft Office and related software applications

#### **Skill in:**

- Planning and organization
- Understanding students and fostering student success
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis
- Interpersonal and diplomatic communication with constituents

#### **Ability to:**

- Identify problems and create solutions
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Plan and implement programs
- Produce reports and analyses in clear and concise formats
- Create, design, and edit departmental materials
- Maintain the confidentiality of information and professional boundaries
- Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management



## **Job Template: Student Services Program Coordinator**

<b>Occupational Group</b>	Student Programs/Services
<b>Job Family</b>	Student Programs Coordination/Management
<b>Job Path</b>	Student Services Professional
<b>Job Title</b>	<b>Student Services Program Coordinator</b>
<b>Job Category: P</b>	<b>Job Level: 3</b>
<b>FLSA Status: E</b>	<b>Job Code: L51002</b>

### **P3: Level Standards**

#### **GENERAL ROLE**

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence. Positions at this level may supervise student or support employees.

Incumbents:

- Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
- Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
- Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

#### **INDEPENDENCE AND DECISION-MAKING**

→ *Supervision Received*

- Works under limited supervision.

→ *Context of Decisions*

- Utilizes general departmental guidelines to develop resolutions outside the standard practice.

→ *Job Controls*

- Possesses considerable freedom from technical and administrative oversight while the work is in progress.
- Defines standard work tasks within departmental policies, practices, and procedures to achieve outcomes.
- Serves as the advanced resource to whom more junior employees go to for technical guidance.

## **Job Template: Student Services Program Coordinator**

<b>Occupational Group</b>	Student Programs/Services
<b>Job Family</b>	Student Programs Coordination/Management
<b>Job Path</b>	Student Services Professional
<b>Job Title</b>	<b>Student Services Program Coordinator</b>
<b>Job Category: P</b>	<b>Job Level: 3</b>
<b>FLSA Status: E</b>	<b>Job Code: L51002</b>

### **COMPLEXITY AND PROBLEM SOLVING**

#### *→ Range of issues*

- Handles a variety of work situations that are cyclical in character, with occasionally complex situations.
- Issues are regularly varied.
- Problems tend to be technical or programmatic in nature.

#### *→ Course of Resolution*

- Assesses a variety of situations, and develops resolutions through choosing among options based on past practice or experience.

#### *→ Measure of Creativity*

- Issues are solvable through deep technical know-how and imaginative workarounds.
- Most of the obstacles, issues, or concerns encountered require considering alternative practice or policy interpretation.

### **COMMUNICATION EXPECTATIONS**

#### *→ Manner of Delivery and Content*

- Regularly provides information on finished materials to others.

### **SCOPE AND MEASURABLE EFFECT**

- Actions regularly affect an individual, item, event, or incident, etc.
- Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
- Incumbents have an indirect impact on a larger action or process, such as serving as a single component in an approval process, where the process is “owned” by a different work unit.
- May be designated to guide or organize the work of several employees within the unit.

## **Job Template: Student Services Program Coordinator**

<b>Occupational Group</b>	Student Programs/Services
<b>Job Family</b>	Student Programs Coordination/Management
<b>Job Path</b>	Student Services Professional
<b>Job Title</b>	<b>Student Services Program Coordinator</b>
<b>Job Category: P</b>	<b>Job Level: 3</b>
<b>FLSA Status: E</b>	<b>Job Code: L51002</b>

### **Job Template**

#### **GENERAL SUMMARY**

Advises and assists in developing, implementing, and administering student-oriented educational, social, and recreational programs and special events.

#### **REPORTING RELATIONSHIPS AND TEAMWORK**

Works under limited supervision of a supervisor or manager.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

- Develops, coordinates, implements, and schedules programs of a curricular nature.
- Coordinates administrative and technical support as well as program logistics for program faculty, staff, and students.
- Responds to inquiries from students, faculty, and others regarding program policies, procedures, and requirements, making referrals as appropriate.
- Assists in developing, planning, and coordinating special events.
- Works closely with faculty/departments specific to their programming. Liaises with departments to ensure quality advising and program development.
- Assists and advises students and student organizations regarding program planning, use of facilities, program arrangements, services, and available equipment.
- Conducts studies, gathers data, evaluates information, and prepares reports for student programs and services.
- Explains and monitors compliance with University policies and procedures pertaining to student activities.
- Delivers workshops, seminars, and presentations to instruct, inform and/or train others in an area of specialization.
- Assists in developing and designing various informational and promotional materials and publications about student activities, student affairs, and the campus in general.
- Processes and maintains necessary paperwork, records, and files required to support events and programs.

## **Job Template: Student Services Program Coordinator**

<b>Occupational Group</b>	Student Programs/Services
<b>Job Family</b>	Student Programs Coordination/Management
<b>Job Path</b>	Student Services Professional
<b>Job Title</b>	<b>Student Services Program Coordinator</b>
<b>Job Category: P</b>	<b>Job Level: 3</b>
<b>FLSA Status: E</b>	<b>Job Code: L51002</b>

- Leads student employees and staff as assigned.
- Performs related work as required.

### **MINIMUM QUALIFICATIONS**

- Bachelor's degree in related field.
- Three to four years of related professional experience.

### **COMPETENCIES**

#### **Knowledge of:**

- Event planning best practices
- Creating and implementing community and campus service projects
- Student leadership development and training techniques
- Administrative and office operations and compliance
- Microsoft Office and related software applications

#### **Skill in:**

- Planning and organization
- Understanding students and fostering student success
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

#### **Ability to:**

- Perform and coordinate administrative functions
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Develop and oversee program operations
- Provide educational support and advice to participants
- Process and maintain paperwork, records, and files
- Maintain the confidentiality of information and professional boundaries
- Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management

## **Job Template: Student Services Program Administrator**

<b>Occupational Group</b>	Student Programs/Services
<b>Job Family</b>	Student Programs Coordination/Management
<b>Job Path</b>	Student Services Professional
<b>Job Title</b>	<b>Student Services Program Administrator</b>
<b>Job Category: P</b>	<b>Job Level: 4</b>
<b>FLSA Status: E</b>	<b>Job Code: L51003</b>

### **P4: Level Standards**

#### **GENERAL ROLE**

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence. Positions at this level may supervise student or support employees.

Incumbents:

- Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
- Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
- Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

#### **INDEPENDENCE AND DECISION-MAKING**

→ *Supervision Received*

- Works under direction.

→ *Context of Decisions*

- Decisions should 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.
- Decisions require more coordination and collaboration among different sources, taking into consideration the roles and impact on work outside the immediate organization.

→ *Job Controls*

- Has the latitude to make decisions on projects that they are accountable for delivering on.
- Free to plan and carry out all phases of work assignments.

## **Job Template: Student Services Program Administrator**

<b>Occupational Group</b>	Student Programs/Services
<b>Job Family</b>	Student Programs Coordination/Management
<b>Job Path</b>	Student Services Professional
<b>Job Title</b>	<b>Student Services Program Administrator</b>
<b>Job Category: P</b>	<b>Job Level: 4</b>
<b>FLSA Status: E</b>	<b>Job Code: L51003</b>

### **COMPLEXITY AND PROBLEM SOLVING**

→ *Range of issues*

- Assignments are defined as less reoccurring or cyclical tasks, and primarily consist of development or refinement of programmatic or administrative objectives.

→ *Course of Resolution*

- Resolution and project completion require substantial planning and scheduling within the department in order to obtain and align resources when and where needed.

→ *Measure of Creativity*

- Problems are not amenable to strict technical resolution, requiring innovative thinking.

### **COMMUNICATION EXPECTATIONS**

→ *Manner of Delivery and Content*

- Regularly provides information on finished materials to others.
- Diplomatically and effectively deliver information difficult to understand or in contrast with a student or customer's views.

### **SCOPE AND MEASURABLE EFFECT**

- Incumbents may supervise a small homogenous department, with proportionate responsibility to perform daily responsibilities similar to the work of subordinate staff.
- Actions typically affect an individual, item, event, or incident, etc.
- Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
- Incumbents are typically designated as a lead or frequently assigned project leadership roles within a specific administrative/programmatic function or specialty area.

## **Job Template: Student Services Program Administrator**

<b>Occupational Group</b>	Student Programs/Services
<b>Job Family</b>	Student Programs Coordination/Management
<b>Job Path</b>	Student Services Professional
<b>Job Title</b>	<b>Student Services Program Administrator</b>
<b>Job Category: P</b>	<b>Job Level: 4</b>
<b>FLSA Status: E</b>	<b>Job Code: L51003</b>

- Generally have a more direct impact on a larger action or process, such as serving as an approver in a process, where the process is “owned” by a different work unit.

## **Job Template: Student Services Program Administrator**

<b>Occupational Group</b>	Student Programs/Services
<b>Job Family</b>	Student Programs Coordination/Management
<b>Job Path</b>	Student Services Professional
<b>Job Title</b>	<b>Student Services Program Administrator</b>
<b>Job Category: P</b>	<b>Job Level: 4</b>
<b>FLSA Status: E</b>	<b>Job Code: L51003</b>

### **Job Template**

#### **GENERAL SUMMARY**

Responsible for day-to-day administration of student programs or service areas. Leads and trains staff, advises students, and develops, implements, and coordinates student development programs.

#### **REPORTING RELATIONSHIPS AND TEAMWORK**

Works under direction of a supervisor or manager. Serves as a lead worker to employees who perform similar functions.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

- Coordinates and leads administrative and technical support for program faculty, staff, and students. Resolves day-to-day administrative and logistical problems.
- Oversees general office operations. Processes and maintains necessary paperwork and records, including financial records and files required to support program.
- Assists in planning outreach programs, conferences, meetings, and seminars; may create and present training and outreach materials.
- Compiles program and student data and prepares reports to aid in evaluating student progress and program effectiveness. Recommends changes or improvements.
- Responds to inquiries from program participants, students, faculty, and others and explains program policies, procedures, and requirements, making referrals as appropriate.
- Assists in the management of external employer recruiting relationships. Researches current job market and hiring trends.
- Coordinates recruitment of students or participants into assigned program. Implements recruiting and promotional strategies and works with target population to develop applicant pool consistent with program goals and objectives, in assigned area of responsibility.
- Assists in identifying resources and funding sources, as needed.
- Performs related work as required.



## **Job Template: Student Services Program Administrator**

<b>Occupational Group</b>	Student Programs/Services
<b>Job Family</b>	Student Programs Coordination/Management
<b>Job Path</b>	Student Services Professional
<b>Job Title</b>	<b>Student Services Program Administrator</b>
<b>Job Category: P</b>	<b>Job Level: 4</b>
<b>FLSA Status: E</b>	<b>Job Code: L51003</b>

### **MINIMUM QUALIFICATIONS**

- Bachelor's degree in related field.
- Five years of related work experience. One year of experience must be serving as an advanced team member.

### **COMPETENCIES**

#### **Knowledge of:**

- Theories and practices of college student development
- Department mission and goals
- Career development industry
- Financial reporting structures
- Training and facilitation principles and practices
- Microsoft Office and related software applications

#### **Skill in:**

- Troubleshooting
- Planning and organization
- Understanding students and fostering student success
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

#### **Ability to:**

- Provide advice to program participants
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Interpret educational records and related information
- Perform and coordinate administrative functions
- Plan events and workshops
- Manage records, organize data, and prepare reports

## **Job Template: Student Services Program Administrator**

<b>Occupational Group</b>	Student Programs/Services
<b>Job Family</b>	Student Programs Coordination/Management
<b>Job Path</b>	Student Services Professional
<b>Job Title</b>	<b>Student Services Program Administrator</b>
<b>Job Category: P</b>	<b>Job Level: 4</b>
<b>FLSA Status: E</b>	<b>Job Code: L51003</b>

- Maintain the confidentiality of information and professional boundaries
- Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management

## **Job Template: Senior Student Services Program Administrator**

<b>Occupational Group</b>	Student Programs/Services
<b>Job Family</b>	Student Programs Coordination/Management
<b>Job Path</b>	Student Services Professional
<b>Job Title</b>	<b>Senior Student Services Program Administrator</b>
<b>Job Category: P</b>	<b>Job Level: 5</b>
<b>FLSA Status: E</b>	<b>Job Code: L51004</b>

### **P5: Level Standards**

#### **GENERAL ROLE**

This level is accountable for serving in an advanced senior resource capacity in an area of specialization.

Incumbents:

- Serve in a subject leader and consultative capacity within an area of specialization.
- Serve in the most advanced capacity and frequently being assigned project leadership roles within a specific administrative/programmatic function or specialty area.

#### **INDEPENDENCE AND DECISION-MAKING**

→ *Supervision Received*

- Works under direction.
- Seeks approvals when significant changes to process steps are considered and additional resources for task completion are required.

→ *Context of Decisions*

- Decisions are driven by office/departmental policy and procedures.

→ *Job Controls*

- Free to plan and carry out all phases of work assignments.
- Has the latitude to make daily operational decisions.

#### **COMPLEXITY AND PROBLEM SOLVING**

→ *Range of issues*

- Issues tend to be operational in nature.

→ *Course of Resolution*

- Identifies issues and gathers facts.
- Must understand the smallest details of an assigned area.

## **Job Template: Senior Student Services Program Administrator**

<b>Occupational Group</b>	Student Programs/Services
<b>Job Family</b>	Student Programs Coordination/Management
<b>Job Path</b>	Student Services Professional
<b>Job Title</b>	<b>Senior Student Services Program Administrator</b>
<b>Job Category: P</b>	<b>Job Level: 5</b>
<b>FLSA Status: E</b>	<b>Job Code: L51004</b>

→ *Measure of Creativity*

- Problems are not amenable to strict technical resolution, requiring innovative thinking for resolution.

### **COMMUNICATION EXPECTATIONS**

→ *Manner of Delivery and Content*

- Diplomatically and effectively deliver information difficult to understand or in contrast with a student or customer's views.

### **SCOPE AND MEASURABLE EFFECT**

- Actions regularly affect a department or a project outcome with department/office impact.
- Actions generally have a direct impact on controlling such things as staff size and nature of work and scope of services.
- Performance results tend to relate to efficiency, fiscal practices and standing, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

## **Job Template: Senior Student Services Program Administrator**

<b>Occupational Group</b>	Student Programs/Services
<b>Job Family</b>	Student Programs Coordination/Management
<b>Job Path</b>	Student Services Professional
<b>Job Title</b>	<b>Senior Student Services Program Administrator</b>
<b>Job Category: P</b>	<b>Job Level: 5</b>
<b>FLSA Status: E</b>	<b>Job Code: L51004</b>

### **Job Template**

#### **GENERAL SUMMARY**

Under the direction of a manager, develops and delivers program content for a student service department or program. This position serves as a highly specialized and advanced resource for program content and the provision of programmatic services. Responsible for the coordination and delivery of student programs and learning objectives, focusing on designated specialty program(s) in specified area or department.

#### **REPORTING RELATIONSHIPS AND TEAMWORK**

Works under direction of a manager. Serves as a highly advanced resource for programmatic subject matter.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

- Assesses programmatic needs and delivers program services and activities in accordance with program goals and objectives. Monitor's compliance with departmental and University policies and procedures.
- Participates in planning, development, design, and evaluation of program activities. Collects and analyzes program data and participates in evaluating program effectiveness.
- Serves as a primary resource to students, staff, and others on programmatic policies, procedures, and activities.
- Liaises with University constituents to maintain and develop programming partnerships and logistics for events.
- Collaborates with internal and external departments on joint programs or projects.
- Performs office management duties for the program. Determines workflow, monitors and processes necessary paperwork and maintenance of records and filing system.
- Makes budget recommendations and monitors approved budget and expenditures. Assists in identifying resources and funding sources as needed.
- Coordinates workshops, training programs, courses, program curricula, and training materials, in accordance with program goals.

## **Job Template: Senior Student Services Program Administrator**

<b>Occupational Group</b>	Student Programs/Services
<b>Job Family</b>	Student Programs Coordination/Management
<b>Job Path</b>	Student Services Professional
<b>Job Title</b>	<b>Senior Student Services Program Administrator</b>
<b>Job Category: P</b>	<b>Job Level: 5</b>
<b>FLSA Status: E</b>	<b>Job Code: L51004</b>

- Collects and analyzes program data and participates in evaluating program effectiveness. Identifies problems and makes necessary changes.
- Engages in public relations and promotional activities for the program, in area of responsibility.
- Assists in planning outreach programs, conferences, meetings, and seminars.
- Performs related work as required.

### **MINIMUM QUALIFICATIONS**

- Bachelor's degree in related field.
- Six to seven years of related experience. Two years of experience must be serving as an advanced/senior team member or working as a project lead.

OR

- Master's degree in related field.
- Four years of related experience.

### **COMPETENCIES**

#### **Knowledge of:**

- Principles and practices of employee supervision in a unionized environment
- Risk management practices and procedures
- Applicable federal and state laws, guidelines, and regulations
- Principles and practices of administrative and budget management
- Theories and practices of college student development
- Microsoft Office and related software applications

#### **Skill in:**

- Classroom management
- Planning and organization
- Understanding students and fostering student success
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving, analysis, and decision making

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### **Ability to:**

- Assess and report data within administrative area
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Respond to and manage student crises
- Develop performance measures to gauge effectiveness of administrative area
- Plan and organize workshops, training courses, curricula, and training materials
- Maintain the confidentiality of information and professional boundaries
- Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management