STUDENT SERVICES SPECIALIST

GRADE: 9

Job Summary

Provides one-stop student service access to the college support services. May provide service in the areas of: admissions, placement testing, financial aid programs, academic advisement, community education, registration, and referrals to other related services. Positions in the classification typically have significant responsibility for advising students and parents regarding the various student services functions.

Scope

This position works in the area of Student Services. Work contacts include administrators, faculty, students, external organizations and the general public. Equipment used includes standard office equipment.

Representative Duties

Assists new and continuing students in all student services processes including admissions, placement testing, academic advisement, community education, registration, fiscal functions, financial aid, veteran affairs, career planning, student activities and special needs; advises students regarding degree and graduation requirements, various certificate programs, university transfer requirements, academic and financial aid probation/suspension status, special programs and financial aid eligibility; meets and corresponds with students to resolve problems related to student services functions; may evaluate transcripts, equivalency of transfer credit and compute GPA's; may process tuition refunds; may administer placement tests; assists students in program planning and course selection through interpretation of ASSET scores; assists students in the academic planning process using data from career resources and personal data collection; may participate in student recruitment activities; may assist students with the financial aid process from initial application through the awarding of aid; may process various financial aid programs such as scholarships, loans, and federal work study; uses appropriate student services rosters to monitor student activities; interacts with academic divisions in areas of responsibility; maintains files regarding advisement, financial aid and enrollment actions; may prepare reports related to enrollment, financial aid and other student services functions to comply with government requirements; assists in training staff in the student services areas; responsible for statistical enrollment information; directs the work of student and temporary workers; implements technology advancements in the area of responsibility; performs related duties as assigned.