

## DRAFT – February 22, 2018

### STUDENT SERVICES JOB FAMILY – STUDENT SERVICES MANAGEMENT

**JOB FAMILY CONCEPT:** The Student Services job family is responsible for providing support, professional/specialized guidance, management, mentoring, and strategic planning to a specialized area of student services. Student Services roles provide services and information directly to faculty, staff, students and their families including, but not limited to, the areas of programming, diversity and inclusion, career services, advising, academic success, housing, health and wellness education, student advocacy, financial aid and scholarships, counseling, recreational services, admissions/recruiting, financial and official academic records management, registration, student related space management, student retention, and student conduct. Student Services roles must adhere to local, state and federal regulations and professional standards associated with area of service.

#### STUDENT SERVICES MANAGEMENT

The Student Services Management role provides leadership, direction, training, and management for financial activities, resources and operations of a Student Services centered unit, department, or division. Manages budgets, provides expertise and analysis for strategic and long-range planning, provides interpretation of rules and regulations and is responsible for ensuring compliance. This role sets and develops processes, procedures, and initiatives and identifies alternative methods to accomplish goals.

The **Student Services Management** role is distinguished from the **Student Services Coordinator** role in that it provides senior-level strategic expertise and guidance, and has increased accountability. The **Student Services Management** role is primarily responsible for staff and resources management of a unit, department, or division.

The **Student Services Management** role is distinguished from other management roles by its primary focus on management of student services activities and operations.

#### STUDENT SERVICES MANAGEMENT 1

##### Typical Functions

- Manages the day-to-day operations and personnel of a functional unit within a larger unit or department, and typically reports to a director or senior leadership.
- Coordinates activities of unit to ensure goals are met, and projects are successfully completed.
- Provides high level services to students and their families.
- Enforces policies and procedures, as well as ensures compliance with applicable rules and regulations.
- Makes recommendations for policy revisions.
- Contributes to the development of long-range plans.
- Resolves issues escalated by other faculty, staff or students.
- Conducts evaluations and assessments for area managed, and makes recommendations to supervisor for changes to, or enhancement of, services offered.
- Collaborates with campus partners, and promotes unit.
- Serves on committees to represent the unit.
- May work with student groups or project budgets.

##### Complexity and Decision Making Authority

Relies on experience and judgement to plan and accomplish goals. Decisions are largely guided by policies, procedures

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and standards. Establishes unit policies and procedures

### Knowledge, Skills, and Abilities

Expert level knowledge in functional area of oversight. Knowledge of management concepts, principles and practices. Knowledge of university policies and practices, applicable professional standards, as well as federal rules and regulations. Crisis management skills. Ability to analyze complex problems having broad impact and develop strategies for resolution. Ability to communicate effectively both verbally and in writing with diverse audiences. Ability interpret and implement complex rules and regulations. Ability to gather and evaluate information and make effective recommendations.

### Education/Experience

Bachelor's degree in a relevant field and four years progressively responsible related experience, or an equivalent combination of education, training, and experience. Master's degree preferred. Supervisory experience.

## STUDENT SERVICES MANAGEMENT 2

### Typical Functions

- Manages the day-to-day operations, budget, and personnel of a small functional unit, or a unit in a department with multiple functional areas.
- Typically reports to a director or to senior leadership.
- Directs activities of unit to ensure goals are met, and projects are successfully completed.
- Provides high level services to students and their families.
- Enforces policies and procedures, as well as ensures compliance with applicable rules and regulations.
- Assists in the development of policies.
- Participates in, and leads, the development of long-range and strategic plans.
- Evaluates recommendations made by management and staff and implements changes to services offered.
- Modifies the strategic direction and organizational structure of the unit/subunits based on division goals and technological changes.
- Collaborates with campus partners, and promotes unit.
- Serves on committees to represent the unit or university.
- Leads and mentors student groups.
- Provides advice to senior leadership on area of expertise.

### Complexity and Decision Making Authority

Relies on extensive experience and judgment to plan and accomplish goals. A wide degree of creativity and latitude is given. Independent discretion is used in determining when to escalate issues or concerns.

### Knowledge, Skills, and Abilities

Expert level knowledge in functional area of oversight. Crisis management skills. Ability interpret, implement, and ensure compliance with complex rules and regulations. Ability to gain support among a diverse audience. Ability to analyze complex problems having broad impact and develop strategies for resolution.

### Education/Experience

Master's degree in a relevant field and five years progressively responsible related experience, or an equivalent combination of education, training, and experience. Supervisory experience.

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### STUDENT SERVICES MANAGEMENT 3

#### Typical Functions

- Manages the day-to-day operations, budget, and personnel of a large, complex functional unit with multiple functional areas.
- Typically reports to senior leadership.
- Directs activities of unit and functional areas to ensure goals are met, projects are successfully completed, and progress is made toward strategic initiatives.
- Develops, implements, and measures progress of long-range and strategic plans.
- Evaluates recommendations made by management and staff and implements changes to services offered.
- Modifies the strategic direction and organizational structure of the unit based on division goals and technological changes.
- Collaborates with campus partners, and oversees and develops programs or services to meet needs.
- Serves in leadership roles on committees to represent the unit or university.
- Develops internal policies and procedures and proposes modifications to university policies.
- Manages and mentors student groups, and assists to set the direction for student groups.
- Directs assessment of the unit.
- Consults with and advises senior leadership on the development of division vision, mission and strategy and services offered.

#### Complexity and Decision Making Authority

Decisions have far-reaching and possibly division wide impact. Acts with substantial discretion. Develops innovative solutions for difficult, complex and systematic problems that may have precedent setting implications for the institution.

#### Knowledge, Skills, and Abilities

Expert level knowledge in one of more functional areas. Ability to develop and implement policies, procedures, goals, and objectives.

#### Education/Experience

Master's degree in a relevant field and five years of experience in progressively responsible leadership roles, or an equivalent combination of education, training, and experience. Supervisory experience.