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STUDENT SERVICES JOB FAMILY – STUDENT SERVICES SPECIALIST

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 SPECIALIST

The Student Services Specialist role is responsible for specialized support functions for a student services unit. This role processes documents, verifies documents for compliance, reviews and maintains records, and acts as an information specialist for multiple functional areas. Student Services Specialists provide support to the student services function and require specialized experience.

The **Student Services Specialist** role is distinguished from the **Student Services Coordinator** role in that it is typically a first point of contact for students and their families, is generally not involved in programming, and provides support for functions typically performed by the **Student Services Coordinator** role.

STUDENT SERVICES SPECIALIST 1

Typical Functions

- Processes and ensures accuracy of documents.
- Prepares, scans, indexes, and maintains files and records.
- Enters data into databases and student information system.
- Tracks the status of documents and applications and may provide updates to students and applicants.
- Resolves routine problems.
- Schedules classrooms and other student related spaces for classes and events.
- Coordinates, schedules and may conduct informational tours for prospective students and their families.
- Generates letters and reports.
- May provide initial document review.
- May offer guidance and information to students.

Complexity and Decision Making Authority

Employee performs assigned tasks, and follows established policies and procedures; may set priorities and organize work within general guidelines established by supervisor/manager.

Knowledge, Skills, and Abilities

Knowledge of related policies and procedures. Analytical, decision making, and problems solving skills. Excellent customer service skills. Basic computer skills. Ability to communicate effectively orally and in writing. Ability to gather data, compile information, and prepare reports. Ability to use tact and discretion when dealing with a variety of issues.

Education/Experience

High school diploma or the equivalent and one year relevant experience, or an equivalent combination of education,

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training, and experience. Higher education experience preferred.

STUDENT SERVICES SPECIALIST 2

Typical Functions

- Provides first level problem identification, research, and resolution for issues that may cross functional areas.
- Verifies and evaluates documents, assigns statuses based on review, and determines eligibility and admissibility.
- Determines proper coding and conversion of information into University of Tennessee systems.
- Audits and reconciles documents and records.
- Prepares work for further review, monitors status of reviews, and ensures processes are moving along.
- Provides recommendations to management on internal procedures.
- Provides training for staff on area of expertise.
- Utilizes specialized technology and software.
- Offers guidance and presents information to students and their families.
- May conduct informational tours.

Complexity and Decision Making Authority

Work is performed within established guidelines. Decisions include how to carry out work in varying circumstances by interpreting individual situations and documents and determining which guidelines are most effective out of those available. Applies a broader knowledge and understanding of how independent areas are interrelated.

Knowledge, Skills, and Abilities

Knowledge of multiple areas of specialty. Knowledge of federal and state regulations. Ability to compile, review, and reconcile data for accuracy, completeness and compliance. Analytical, decision making, and problems solving skills. Excellent customer service skills. Ability to communicate effectively orally and in writing. Ability to use tact and discretion when dealing with a variety of issues.

Education/Experience

High school diploma or the equivalent and two years relevant experience, or an equivalent combination of education, training, and experience.

STUDENT SERVICES SPECIALIST 3

Typical Functions

- Provides advanced level student services related support.
- Acts as an expert resource for a broad range of areas.
- Provides guidance to students to solve routine and complex, both through extensive and on the spot research.
- Performs recruitment and admissions activities.
- Develops procedures to resolve problems.
- Interprets policies, procedures, regulations, and rules.
- Determines eligibility and fees.
- Makes exceptions to student records during the problem resolution process.
- Follows up with students to ensure problems are resolved, if they are not resolved in the first communication with the student.
- Offers guidance and presents information to students and their families.

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- Performs special projects as assigned.

Complexity and Decision Making Authority

Applies broader aspects of established practices and procedures to situations not falling clearly within the limitations of accepted practices.

Knowledge, Skills & Abilities

Advanced research and problem solving skills. Excellent customer service skills. Ability to analyze data, prepare reports, and make recommendations for solutions. Ability to maintain confidentiality. Ability to interpret policies and procedures, and know when exceptions may be made. Ability to communicate effectively orally and in writing. Ability to use tact and discretion when dealing with a variety of issues.

Education/Experience

High school diploma or the equivalent and four years relevant experience, or an equivalent combination of education, training, and experience. Bachelor's degree preferred

STUDENT SERVICES SPECIALIST 4

Typical Functions

- Performs functions of the Student Services Specialist 3, in addition to overseeing and assigning the work of those at the Specialist level 3 and student employees.
- Mentors and develops staff.
- Develops, oversees, and implements applicable training.
- Ensures staff members are trained as changes student information systems are implemented.
- Identifies areas for special projects, and creates programs and presentations to meet identified needs.
- Delivers presentations to external and internal audiences.
- May teach courses.

Complexity and Decision Making Authority

Interprets situations and determines which guidelines are most effective out of those available.

Knowledge, Skills & Abilities

Advanced research and problem solving skills. Excellent customer service skills. Ability to analyze data, prepare reports, and make recommendations for solutions. Ability to interpret policies and procedures, and know when exceptions may be made. Ability to communicate effectively orally and in writing. Ability to use tact and discretion when dealing with a variety of issues. Ability to provide work direction. Ability to teach and train others. Ability to effectively develop and deliver training and presentations.

Education/Experience

High school diploma or the equivalent and six years relevant experience, or an equivalent combination of education, training, and experience. Bachelor's degree preferred.