



CLASSIFICATION SERIES:

N/A

BARGAINING UNIT:

ACE

Student Services Counselor

SERIES PURPOSE: The purpose of the Student Services Counselor occupation is to provide advice and counsel to students and maintain the daily operations of the records office.

CLASS CONCEPT: The class works under general direction and provides counseling and referral services for university students; represents student interests and needs in conferring with business, government or university officials, general public, etc.; performs research, maintains general student records, etc.

JOB DUTIES: Incumbents may perform some or all of these duties or other job-related duties as assigned.

Provides advice and counsels students in problem-solving situations.

Maintains daily operations of Records Office.

Responds to student and outside agency inquires; responds to student complaints and furnishes information.

Acts as liaison between various departments regarding records and registration guidelines and procedures.

Monitors, updates, and maintains on-line and paper student record files.

Assumes responsibility for and processes paperwork.

Serves as back up to transcript area.

Distributes completed paperwork such as grade changes, repetitions, etc. to appropriate departments and student files.

OTHER FUNCTIONS AND RESPONSIBILITIES: Assists with training new hires.

Performs any and all other duties assigned and/or required that are within the level of responsibility for this classification at the discretion of the supervisor.

Effective 11/05/2024

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of: student records and Family Educational Rights and Privacy Act (FERPA)*.

Skill in: written and verbal communication.

Ability to: communicate with agency representatives, campus departments, and students; handle sensitive inquiries and contacts; write routine business letters reflecting standard procedures; gather and classify information about data, people, and things; deal with problems involving several variables in familiar context; establish a friendly atmosphere.

(*) Developed after employment.

MINIMUM QUALIFICATIONS: Associate Degree and a minimum of one year of clerical experience or one year working with student records. Computer and technical skills, including Microsoft Excel, Word, and Outlook.

PREFERRED QUALIFICATIONS: Experience working with students in a problem-solving capacity; working knowledge of student records; strong understanding of FERPA; familiarity of University processes and procedures; ability to work with confidential and restricted information; ability to multi-task and independently prioritize workload.

REQUIRED CERTIFICATIONS, TRAINING, AND/OR LICENSURES: None

PHYSICAL REQUIREMENTS: In accordance with the U.S. Department of Labor physical demands strength ratings, this position will perform sedentary work.

SEDENTARY: work involves exerting up to 10 pounds of force occasionally or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time. Jobs may be defined as Sedentary when walking and standing are required only occasionally and all other Sedentary criteria are met.

UNUSUAL WORKING CONDITIONS: Not applicable