## Classification Description Title: Student Affairs Specialist

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<th>FLSA Status: Non-Exempt</th>
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**Classification Summary:** Responsible for performing paraprofessional activities in support of a student services function or service requiring specialized training and/or experience in the area of assignment. Responsibilities may include providing oversight of office/unit activities; providing direct student assistance including problem resolution; organizing special events, marketing and/or promotions; coordinating with other departments and/or agencies; and generating records and reports. Incumbents may have lead responsibility for lower level support or technical staff.

**Typical Classification Essential Duties:** (These duties are a representative sample; position assignments may vary.)

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<tr>
<td><strong>1.</strong></td>
<td>Provides complex, specialized administrative support in preparing and processing confidential documents, preparing forms, letters, and memos, generating and processing reports for administrative use, maintaining departmental data and/or other related documents.</td>
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<td><strong>2.</strong></td>
<td>Oversees and manages applications for enrollment, financial aid, scholarships, transfer, and student eligibility in assigned department; reviews forms and documents to verify accuracy and completeness.</td>
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<td><strong>3.</strong></td>
<td>Coordinates, develops materials for, and participates in various marketing events, and schedules and conducts workshops and orientations to provide information about services and programs for assigned department.</td>
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<td><strong>4.</strong></td>
<td>Counsels students, potential students, and family on enrollment process, available resources, and eligibility requirements for various programs.</td>
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<td><strong>5.</strong></td>
<td>Maintains a variety of confidential files and records.</td>
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<td><strong>6.</strong></td>
<td>May serve as a lead to staff to include assigning and monitoring work and providing direction.</td>
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<td><strong>7.</strong></td>
<td>Serves on a various committees and boards with other internal departments, external schools and businesses, and other community agencies to assist with implementation of recruitment and enrollment initiatives and promote college enrollment.</td>
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8. Reviews work flow, processes, and customer service levels for compliance with policy and procedures, and effective delivery of services.

9. Performs other duties as assigned.

**Training and Experience** (positions in this class typically require):
Associate's Degree and three years of progressively responsible experience in area of assignment; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.
Some positions may require a Bachelor’s degree

**Licensing Requirements** (positions in this class typically require):
- None Required.

**Knowledge** (position requirements at entry):
Knowledge of:
- Clerical and office support practices;
- Customer service principles;
- Recordkeeping principles;
- Mathematical concepts;
- English language, grammar, and punctuation;
- Principles and practices in area of assignment;
- Report preparation techniques;
- Inventory maintenance principles.
- Assigned department operations and functions;
- Applicable federal, state, and local laws, rules, and regulations.
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Skills (position requirements at entry):
Skill in:
• Monitoring work and providing direction;
• Maintaining various confidential records;
• Operating a variety of office equipment, including a computer and related software applications, telephone, fax machine, and adding machine;
• Maintaining files and records;
• Applying and explaining applicable laws, codes, regulations, policies, and/or procedures;
• Preparing and proofreading a variety of reports and/or documentation;
• Exercising judgment and discretion;
• Using proper English, grammar, punctuation, and spelling;
• Compiling data and information;
• Recognizing problems, identifying alternative solutions, and making appropriate recommendations;
• Prioritizing work and performing multiple tasks;
• Providing customer service;
• Working independently;
• Preparing a variety of business correspondence, records, reports, documents and forms;
• Following oral and written instructions, policies, and procedures;
• Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Physical Requirements:
Positions in this class typically require: fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

NOTE:
The above job classification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:
Date created: (08/08/2007)
CLASSIFICATION DESCRIPTION TITLE: STUDENT AFFAIRS SPECIALIST

Signature of Employee

Date

Signature of Supervisor

Date