**Title Details**

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| Employee Type | AP-Administrative Professional |
| University Title | Student Services Coordinator/Advisor 3 |
| Title Code | 1483 |
| Function General Scope | Positions assigned to this class utilize a comprehensive depth of knowledge or expertise needed to deal with the diversity and complexity of issues and are responsible for overseeing the functions of a group of employees involved in coordinating the development, implementation, and/or administration of student services programs and initiatives and/or advising and counseling students in functional areas such as admissions, athletics, career services, financial aid, career services, recruitment, registration, student activities, and other forms of student services. |

**Job Duties and Responsibilities**

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| Summary of Duties | Responsibilities include, but are not limited to overseeing and managing the operations of a student services’ unit, ensuring compliance with the University, state, and federal laws, policies, and regulations; implementing systems and methods for student programs and services, advising and counseling students; providing leadership at workshops or university-wide projects focused on student services. |
| Job Function, % Time, Essential | 50%, Program Management, Essential |
| Duties Performed | Responsible for administration and oversight of the program. Plan, organize, direct, and evaluate overall program operations; monitor program activities to determine consistency with program goals and initiatives. Oversight can include record keeping, preparation of monthly and annual reports, assessment of program and area’s programs, fiscal responsibility, and supervision of support staff.  Develop and implement program’s goals and objectives consistent with the Area’s goals, the WSU strategic plan and regulations. Perform strategic and long range planning.  Exercise extensive organizational/planning skills for numerous assignments ranging from routine to complex.  Oversee public relations and awareness efforts. Create and implement marketing and promotional efforts. Serve on pertinent committees.  Participate in fundraising, grant writing and development activities; seek alternative funding sources to provide quality programs.  Negotiate contracts and administer associated agreements.  Review, maintain, develop, implement and administer policies and procedures according to institutional, federal and state guidelines that facilitate effective communication among the various campus departments.  Establish and maintain critical contacts and working relationships with University personnel as well as with outside agencies, groups, and individuals. Serve as the program representative at University functions, student activities and external functions as needed. |
| Job Function, % Time, Essential | 25%, Program Evaluation/Assessment, Essential |
| Duties Performed | Participate in professional organizations, meetings and regional/national conferences.  Develop, implement, and maintain computerized systems.  Design, monitor and conduct evaluations of the program to ensure compliance with Area’s standards. Ensure compliance of employees with area and program standards.  Collaborate with Directors in an effort to provide continuous quality, including conducting surveys and other forms of feedback to determine if learning outcomes and expectations are being met.  Customize, integrate and oversee the maintenance of the functionality of the program’s data system.  Write comprehensive reports pertaining to program goals, achievements, and evaluation. |
| Job Function, % Time, Essential | 10%, Advising/Student Services, Essential |
| Duties Performed | Oversee operations within the unit including recruitment, advising, scheduling and other activities.  Provide leadership in facilitating periodic meetings with advisors of student organizations associated with the program to coordinate and garner their engagement with the accomplishments of the retention, achievement, and graduation goals.  Monitor academic progress of students, assess student academic needs, develop and implement strategies to help with their progress. Administer confidentiality regarding student records, student issues, personnel issues, and any other areas as appropriate.  Communicate with students concerning college procedures, processes and expectations, and refer them to academic and other student support services areas.  Act as consultant and/or advise student organizations associated with the program.  Develop and implement proactive advising policies and procedures. |
| Job Function, % Time, Essential | 10%, Supervision, Essential |
| Duties Performed | Design, establish and maintain an organizational structure and staffing to effectively accomplish the unit’s goals and objectives.  Recruit and train staff members. Act on leave requests; initiate corrective and/or disciplinary action as needed. Motivate staff to achieve peak performance; conduct annual performance evaluations. Direct staff in developing, implementing and conducting unit functions.  Responsible for oversight of day-to-day operations of assigned staff.  Provides training, assigns tasks/projects, follows up to ensure work is completed accurately and on schedule. |
| Job Function, % Time, Essential | 5%, Other, Non-Essential |
| Duties Performed | Perform other duties as assigned. |

**Supervisory/Lead Responsibilities**

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| Does this position lead the work of others? | Yes |
| Does this position supervise the work of others? | Yes |

**Position Qualifications**

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| Required Qualifications | Bachelor’s degree and four (4) years of professional work experience in student services or related education/experience. One (1) or more years of experience leading or directing the work of others. A Master’s degree in a related field may substitute for one (1) year of professional work experience. Any combination of relevant education and professional experience may be substituted for the educational requirement on a year‐for‐year basis. |
| Additional Requirements | Demonstrated excellent verbal/written communication and interpersonal skills.  Demonstrated experience with Microsoft Office including Access, Excel, Outlook, PowerPoint, and Word.  Demonstrated ability to work effectively and positively in a diverse team environment.  Evidence of successful experience with programmatic organizational skills, such as planning, implementation, and evaluation.  Demonstrated ability to prioritize job tasks effectively and multi-task to meet deadlines.  Previous work experience at an institution of higher education. |
| Preferred Qualifications | Master’s degree in related field.  Evidence of successful experience with programmatic organizational skills; planning, implementation, and evaluation.  Experience in higher education administration, including grant management, budgeting, staff supervision and program development and evaluation.  Experience implementing student related policies and procedures.  Experience providing academic advising and/or counseling to students.  Education in and/or experience with assessment and outcomes management.  Experience working with diverse faculty, students and staff.  Demonstrated ability to exercise professional judgment and leadership, including the ability to work independently.  Familiarity with Washington State University academic rules and regulations. |