**Title Details**

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| Employee Type | AP-Administrative Professional |
| University Title | Student Services Coordinator/Advisor 2 |
| Title Code | 1482 |
| Function General Scope | Positions assigned to this class are responsible for leading others and/or performing senior-level professional duties in participating and/or 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, 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 implementing systems and methods for student programs and services; advising and counseling of students; preparing University policy, procedures and updates; developing and participating in student workshops; functioning as a liaison with University faculty, supervisors, and internal and external constituents; monitoring and evaluating student services and operational effectiveness, and effects changes required for improvement. May be responsible for specialty area. |
| Job Function, % Time, Essential | 40%, Program Coordination, Essential |
| Duties Performed | Develop, maintain and improve the daily operations and goals of the program. Analyze program outcomes to determine program effectiveness and opportunity.  Collaborate and provide leadership in the development, planning and implementation of programs.  Lead in terms of assignments, department policy and procedure review, and embracing best practices and initiatives in improving the student experience/program.  Develop, review, and revise policies and procedures in collaboration with the Director. Work with Director to develop, improve, and maintain a policy program manual and ensure that all staff involved are knowledgeable about current policies and procedures through oversight and training.  Provide stakeholders with reports, program materials, status, and outcomes annually as requested.  Provide detailed financial statements to supervisors and university administrators.  Respond to student, faculty, and departmental staff complaints and problems related to the program.  Establish and review systems and processes to improve area workflow.  Lead employees assisting in program development. Such programs might include workshops or courses, or larger, programmatic type activities. |
| Job Function, % Time, Essential | 30%, Advising, Essential |
| Duties Performed | Provide senior-level career and academic counseling, planning and advising to potential students and transfer students, utilizing specific knowledge of university admissions, educational programs and degrees. Make referrals as necessary.  Independently provide one-on-one counseling focused on academic skills, tutoring, career guidance, and mentoring.  Regularly exercise independent judgment and discretion in assessing individual needs of students and developing plan of action.  Make referrals and introductions for students to supplement academic and other support programs when necessary.  Establish and/or participate in programs that will help students succeed. |
| Job Function, % Time, Essential | 15%, Recruitment, Essential |
| Duties Performed | Develop and work with area and Communication’s Coordinator to provide regular outreach and program promotion, including: emails, news releases, flyers, media coverage, correspondence, etc. Researches and identifies new opportunities for student recruitment and develops targeted outreach plans.  Participate in the development of recruitment and admissions strategies, goals and objectives.  Plan, develop, and implement a comprehensive and innovative outreach strategy to support campus-wide goals of attracting and retaining an academically talented and diverse student populations.  Develop and disseminates information through presentations and marketing campaigns.  Evaluate recruitment outcomes and adjust as necessary; develop and execute reports. |
| Job Function, % Time, Essential | 10%, Administration, Essential |
| Duties Performed | Develop and maintain relationships with internal and external student and academic affairs offices, community groups etc. to facilitate communications and cooperative efforts which ensure optimal programs and process for students.  Review, evaluate, and process transcripts and verification of diplomas, certificates, etc. to ensure eligibility for transfer student admission to WSU. Exercise independent judgement within established guidelines for such evaluations.  Assist students in the appropriate course of action and monitoring progress for admission to the University.  Ensure accuracy and accessibility throughout the admission process.  Manage, oversee, and administer enrollment and graduation processes for students and ensure conformance to policies, procedure, and protocol.  Lead student admission process, tracking and communication for prospective students. |
| 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? | No |

**Position Qualifications**

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| Required Qualifications | Bachelor’s degree and three (3) years of professional work experience in student services or related education/experience. 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.  Demonstrated ability to prioritize tasks effectively.  Attention to details, organized, and multi-tasking to meet deadlines. |
| Preferred Qualifications | Master’s degree in related field.  Previous work experience at an institution of higher education.  Experience working with diverse faculty, students and staff.  Student services experience in admissions, advising, and/or recruitment.  Demonstrated ability to exercise professional judgment and leadership, including the ability to work independently.  Familiarity with Washington State University academic rules and regulations. |