

Job title: Student Services Coordinator I
Job Category: Non-Exempt
PCLS: 50049
Salary Grade: C

Summary

Incumbents in the Student Services Coordinator position aid students in navigating the University, including areas such as admissions, financial aid, registrar, and career services with the ultimate goal of fostering an enhanced collegiate experience. Incumbents assist current and prospective students, parents, staff, and/or faculty with a variety of inquiries and topics.

Reporting and Supervisory Responsibilities

The Student Services Coordinator reports to a team lead. This classification has no supervisory responsibilities.

Typical Functions

1. Follows established procedures in the implementation of systems and methods for academic support for specific populations.
2. Provides excellent customer service.
3. Maintains accuracy and confidentiality of student records in compliance with the Family Education Rights and Privacy Act (FERPA) regulations.
4. May Communicate daily with students, parents, staff, and/or faculty via email, phone, and in person.
5. Accepts and processes documents.
6. Provides guidance, troubleshooting, and problem solving including researching information as necessary across University and external entities to respond to and address specific student or prospective student concerns and/or inquiries.
7. May train and guide student employees.
8. Collaborates on the maintenance of policy and training manuals.
9. May be required to complete Federal and/or State compliance training.
10. Performs miscellaneous job-related duties as assigned.

Knowledge, Skills, and Abilities

1. Excellent interpersonal skills and the ability to interact professionally with a diverse group of faculty, staff, and students through a variety of mediums (phone, in-person, email).
2. Skilled with computers and able to adapt to and learn new technologies as required.
3. Ability to interpret and apply guidelines, policies, procedures, and rules using sound judgement.

4. Ability to gather and analyze data to formulate solutions to problems.
5. Strong data and records management skills.
6. Knowledge of computerized student information systems.
7. Strong consultative and advisory skills.
8. Knowledge of policies and procedures pertaining to University student admissions, registration, and records.

Minimum Qualifications

Two years of experience in an office setting or an associate degree/vocational training is required.

Work Environment and Physical Requirements

Employees work indoors and are protected from weather and/or contaminants, but not, necessarily, occasional temperature changes. The employee is regularly required to sit and often uses repetitive hand motions.

Fundamental Abilities

Within the scope and complexity of each position's responsibilities, each incumbent is expected to possess and demonstrate the following abilities:

1. Communicating: Communicates effectively both verbally and in writing.
2. Problem solving: Analyzes information and evaluates results to select the best solution and solve problems.
3. Monitoring: Measures performance of self; makes improvements and takes appropriate corrective action.
4. Critical Thinking: Comes to well-reasoned conclusions, solutions, and approaches to problems.
5. Team Building: Works to create a team-based environment. Consistently demonstrates cooperative behavior with colleagues, supervisors, and customers.
6. Active Listening: Gives full attention when others are speaking; listens to understand, asks questions as appropriate, and does not interrupt.
7. Service Orientation: Actively seeks opportunities to help others.
8. Conflict Resolution: Acts professionally when encountering customers who, at times, may be frustrated.

Core Characteristics

As representatives of Utah State University and primary contributors to its mission, all employees are expected to demonstrate the following characteristics:

1. Take initiative.
2. Maintain confidentiality.

JOB DESCRIPTION

3. Be accountable.
4. Behave ethically.
5. Be honest and trustworthy.
6. Demonstrate a strong work ethic.
7. Be inquisitive.
8. Be detail oriented.
9. Be self-motivated.
10. Efficiently manage multiple tasks.
11. Be a team player.
12. Be committed to improving USU.

Disclaimer

This position description indicates the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive list of all duties, responsibilities, and qualifications required of employees assigned to the position.

