Title: University Service Associate 1

Pay Scale Group: 15

Essential Function

Under general supervision from a designated administrator, coordinate a comprehensive program of student and/or alumni services for a specific University unit.

Characteristic Duties

• Counsel students and other constituencies with expertise in one or more areas (i.e., recruitment and application process, cashiers, collections, financial aid, student accounts, student records and registration). Employ professional judgment and decision-making skills to meet students’ service needs. Manage all service-related inquiries. Using in-depth knowledge of university policies and procedures, analyze status of student records/academic standing.

• Resolve complex problems, work with appropriate staff to develop and implement intervention strategies using professional counseling techniques. Make expert referrals as needed.

• Design, develop, implement, and coordinate programs for students and other customers (e.g., financial aid/scholarship issues, post secondary education opportunities program, daily web/blog communications/updates; special recruitment events/showcases). Coordinate proactive search efforts.

• Design, develop and implement technology based self-service tools.

• May participate in performing one or more of the following duties: mentor new hired USA’s; hire, train and supervise Peer Adviser; serve as team leader for scheduling and other management activities; coordinate USA training program.

• Perform related duties based on departmental need.

Minimum Qualifications

• Bachelor’s degree with three (3) years experience; -OR- Associate’s degree with five (5) years experience; -OR- seven (7) years experience. Experience must be in counseling and/or as a service provider.

Career Path

A University Service Associate 1 will be eligible for promotion to University Service Associate 2 in 12 to 18 months provided the employee has good performance reviews, demonstrates an ability to perform at that level and meets the minimum qualifications of that position, and there is a business need for the higher level position. Under no circumstances will a USA 1 be eligible for promotion to USA 1 if she/he fails to satisfactorily perform any duty assigned as a USA 1.

Last updated: April 2007