Title: University Service Associate 2

Essential Function

Under general supervision from a designated administrator, direct 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, and 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; mentors newly hired USA’s; hires, trains, and supervises Peer Advisor; serves as team leader for scheduling and other management activities; coordinates USA training program.

- Provide direct supervision and training to USA1 staff (i.e., hiring/firing, performance evaluations, disciplinary action, approve time off, etc.)

- 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. Experience must include at least one (1) year supervision.

Last updated: June 2010