



Job Title: Student Support Specialist

CLASSIFICATION DESCRIPTION

Department: Varied
Pay Grade: 103
FLSA Status: Non-exempt
Remote Work Eligible: No

JOB SUMMARY

This position provides organizational information and services to students and prospective students in single areas or across a number of disciplines that may include admissions, financial aid, academic advising, career services, international students, and disability services. Responsibilities may include: providing information on academic requirements and processes, financial aid, and registration processes; reviewing documentation for alignment with College requirements; determining eligibility for admittance; monitoring student progress; providing academic guidance; and performing the duties of the assigned workers.

DISTINGUISHING CHARACTERISTICS

N/A.

ESSENTIAL JOB FUNCTIONS

- Counsels and advises incoming and returning students on academic programs and progress, financial aid, internships, careers, study abroad programs, and/or other related programs.
- Performs a variety of counseling support duties which includes conducting placement tests, responding to student and/or parent inquiries, advising students on coursework, and providing prospective student support.
- May assist with reconciling and disbursement of funds.
- May collect, download, and evaluate documents.
- Answers phones, handles mail, manages information inbox, and sets-up appointments.
- Assists a specific category of students in specific ways such as maintaining required visas for the international program.
- Prepares, reviews, and submits a variety of operational and student records, reports, forms, regulatory information, and related documents.
- Performs other duties as assigned.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Prepared: February 2023

Associate degree; two (2) years of administrative experience related to reporting, data entry, and data organization preferably with experience working with or advising college students and managing projects/programs; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Either a student support function or the breadth of responsibilities across student support functions depending on assigned area;
- Applicable academic programs, financial aid, extracurricular programs, and/or related services;
- Applicable federal, state, and local laws, rules, regulations, policies, and procedures;
- Academic counseling principles;
- Customer service principles;
- Academic program requirements;
- Recordkeeping principles; and
- Computers and related software applications including Microsoft Suite.

Skills in:

- Communicating, both verbally and in writing;
- Organizing;
- Managing time;
- Advising students on academic issues;
- Providing program support;
- Preparing and maintaining records;
- Using a computer and related software applications; and
- Communication, interpersonal skills as applied to interaction with assigned workers, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction.

Ability to:

- Pay attention to detail;
- Interpret and apply applicable laws, rules, regulations, policies, and procedures; and
- Maintain confidentiality.

CERTIFICATION, LICENSE AND SPECIAL REQUIREMENTS

May desire certification relevant to assigned area such as Test Administrator Certificate.

PHYSICAL DEMANDS

This work typically requires the following physical activities to be performed. A complete description of the activities below is available upon request from Human Resources.

(X = Required to perform essential job functions)

Physical Activities		Physical Activities	
Balancing – maintain equilibrium to prevent falling while walking, standing, or crouching.	X	Pushing – use upper extremities to press against objects with force, or thrust forward, downward, outward.	X
Climbing – ascending, descending ladders, stairs, ramps, requires body agility.		Reaching – extending hands or arms in any direction.	X
Crawling – moving about on hands, knees, or hands, feet.		Repetitive Motion – substantial movements of wrists, hands, fingers.	X

Crouching – bending body forward by bending leg, spine.		Speaking – expressing ideas with spoken word, convey detailed, important instructions accurately, concisely.	<u>X</u>
Feeling – perceiving attributes of objects by touch with skin, fingertips.	<u>X</u>	Standing – for sustained periods of time.	<u>X</u>
Fingering – picking, pinching, typing, working with fingers rather than hand.	<u>X</u>	Stooping – bending body downward, forward at waist, with full motion of lower extremities and back.	<u>X</u>
Grasping – applying pressure to object with fingers, palm.	<u>X</u>	Talking 1 – expressing ideas by spoken word.	<u>X</u>
Handling – picking, holding, or working with whole hand.	<u>X</u>	Talking 2 – shouting to be heard above ambient noise.	
Hearing 1 – perceiving sounds at normal speaking levels, receive information.	<u>X</u>	Visual Acuity 1 – prepare, analyze data, transcribing, computer terminal, extensive reading.	<u>X</u>
Hearing 2 – receive detailed information, make discrimination in sound.	<u>X</u>	Visual Acuity 2 – color, depth perception, field of vision.	
Kneeling – bending legs at knee to come to rest at knees.	<u>X</u>	Visual Acuity 3 – determine accuracy, neatness, observe facilities/structures.	
Lifting – raising objects from lower to higher position, moving objects side to side, using upper extremities, back.		Visual Acuity 4 – operate motor vehicles/heavy equipment.	
Mental Acuity – ability to make rational decisions through sound logic, deductive reasoning.	<u>X</u>	Visual Acuity 5 – close acuity for inspection of small defects, machines, use measurement devices, or fabricate parts.	
Pulling – use upper extremities to exert force, haul or tug.	<u>X</u>	Walking – on foot to accomplish tasks, long distances, or site to site.	<u>X</u>

TYPE OF WORK

Work performed is primarily:

- Sedentary work*: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.
- Light work*: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects.
- Medium work*: Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- Heavy work*: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
- Very heavy work*: Exerting in excess of 100 pounds of force occasionally and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects

WORK ENVIRONMENT

May be required to work hours other than the regular schedule including nights and weekends.

This position requires regular and reliable attendance and the employee's physical presence at the workplace.

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions described herein. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in a job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in a job description.

St. Petersburg College has the right to revise a classification or job description at any time. This description does not represent in any way a contract of employment.