

Job Title: OPS Student Support Specialist

Compensation: \$17.36 - \$17.36

FLSA Status: Non-exempt

Salary Admin Plan: OPS (temporary-part-time)

Pay Grade: OPS Career Level 4

Position Summary:

Incumbents provide 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. This level is differentiated from the previous level by the level of knowledge and responsibility within a single student support function or the breadth of responsibilities across student support functions. 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 lower level.

Requirements:

Education:

Associate's degree.

Experience:

Three years related experience.

** An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job may be acceptable in lieu of those requirements listed above.*

Knowledge:

- 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;
- Computers and related software applications.

Skills:

- Advising students on academic issues;
- Providing program support;
- Interpreting and applying applicable laws, rules, regulations, policies, and procedures;
- Maintaining confidentiality;
- Preparing and maintaining records;
- Using a computer and related software applications;
- Communication, interpersonal skills as applied to interaction with subordinates, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction.

Physical:

- Positions in this class typically require: reaching, standing, walking, grasping, feeling, talking, hearing, seeing and repetitive motions.
- Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Responsibilities:

These duties are a representative sample; position assignments may vary.		Potential Frequency
1.	Counsels and advises incoming and returning students on academic programs and progress, financial aid, internships, careers, study abroad programs, and/or other related programs.	Daily 50%
2.	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.	Daily 30%
3.	Prepares, reviews, and submits a variety of operational and student records, reports, forms, regulatory information, and related documents.	Daily 10%
4.	Performs other duties of a similar nature or level.	As Required

Equal Access/Equal Opportunity

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