



JOB FAMILY CONCEPT

This family consists of four levels of professional student services work. Levels are distinguished based on the complexity of the work, level of supervision received, and the degree of autonomy. This job family is distinguished from the Student Services Technician job family by the requirement for having and applying professional training and preparation. This family is distinguished from the Student Services Manager job family by having the primary focus on delivery of professional services.

This family provides expertise and guidance in several areas including:

- Financial Aid
- Career Services
- Admissions
- Records
- Enrollment Management
- Academic Advising
- Residence Life/Housing
- Disability services
- Student life
- Cultural Transition/Support
- Academic support services
- Student success
- Retention services

TYPICAL FUNCTIONS

The typical functions listed are typical examples of work performed by positions in this job classification. Not all functions assigned to every position are included, nor is it expected that all positions will be assigned every typical function.

- Duties listed for Student Services Technicians may be performed, but not as the primary focus of the job
- Adhere to FERPA regulations and confidentiality procedures
- Advise students and the public in a variety of areas, including: University, campus, and department requirements, policies and procedures; sources and processes for obtaining financial aid; job opportunities and job search techniques; and study abroad and exchange opportunities
- Provide prospective and current students information on admission procedures and policies, and course offerings
- Answer correspondence regarding University requirements
- May adjust individual student budgets, and provide rationale for changing these budgets as they relate to financial aid



- Design, deliver, and assess academic access services, auxiliary aids and adaptive technology for students experiencing disabilities
- Assist students and alumni in preparing resumes, job applications, and reference letters and in job search techniques
- Conduct mock interviews and provide constructive feedback to students
- Interpret tests and assessment tools to determine students' interest or aptitudes
- Promote community and industrial partner development for employment opportunities
- Visit secondary and community schools to promote the University of Alaska campuses
- Perform recruitment and outreach activities to attract students to UA system, may focus activities on a particular population demographic
- Refer students to appropriate service centers to meet needs such as financial aid, tutorial support, testing services, academic advisors, and other support services
- Plan, organize, and direct a variety of programs
- Work with students in residential units in the areas of community development, conflict resolution, and crisis management
- Respond to individual or group misconduct personally or in conjunction with the appropriate office, or assist other staff in dealing with student behavioral problems
- Work with student residents individually or in groups to help create and maintain a positive living environment
- Participate in the development of educational programming in order to meet students' needs and interests
- Create and deliver trainings or presentations on specialized area of student service knowledge
- Plan, organize, and direct a variety of programs promoting student success, cultural diversity, cultural transition and/or retention
- Plan, organize, and deliver programs related to orientation, college transition and introduction to the respective campus
- Plan, design, deliver, and assess programs promoting social/recreational student activities and/or co-curricular activities
- Establish performance outcomes for programs
- May assume a leadership role with regard to specific programming and services related to area of expertise
- Mediate and resolve conflicts
- Negotiate contracts and coordinate musical and entertainment events
- Advise, lead and motivate groups of student leaders
- Design, implement, lead and assess programs promoting community development
- Collect and analyze data to create strategic plans
- Design, administer and analyze satisfaction and needs surveys
- Design, implement and assess retention programs and surveys based on documented needs and create strategic plans based on assessments
- Interact with academic departments regarding students, curriculum, degree information, academic information and deadlines



- Use judgment to provide appropriate assistance to students seeking appeals
- Review policies and procedures and recommend changes as warranted
- Interpret and apply policies and procedures as appropriate
- Monitor budgets and timelines for student activities
- Assist in the design, development, evaluation, and grant writing for student services

LEVELS AND COMPETENCIES

The primary distinction between levels is reflected in the Level Descriptors. As levels increase, scope, complexity and degree of independence increase. Higher levels may perform duties of lower levels. Education and experience are stated at the minimum threshold for the level. Additional education or experience may be desirable for some positions.

Level 1

PCLS: 06021

*****Alternate PCLS: 09110**

**Grade 77
Non-Exempt**

Descriptors

Work is performed under intermittent supervision. Aid and assist students by acting as an information specialist. Provide general assistance to students and the public on course of action needed to accomplish goals. Assist in developing presentations and presenting information about the university in multiple forums. Provide and explain general information to students.

Knowledge, Skills, and Abilities

Knowledge of University environment. Public speaking skills. Ability to comprehend and apply university policies and procedures as they relate to students. Ability to communicate effectively in person and in writing. Ability to work effectively in a fast paced environment. Ability to work as part of a team. Aptitude for comprehending another's situation.

Education and Experience

Associate's degree and one year relevant experience, or an equivalent combination of training and experience. Bachelor's degree preferred.

Level 2

PCLS: 06022

*****Alternate PCLS: 09120**

**Grade 78
Non-Exempt**

Descriptors

Work is performed under administrative supervision. Using established guidelines, recommend a course of action, services or programs for resolving issues. Develop presentations and present information on a specialized area of student service in various multiple forums. Prepare status reports and create plans based on results of reports. Answer inquiries relating to specialized area of student service. Coordinate and plan events. Advise student groups on event planning. Prepare marketing/advertising materials for dissemination at events. May lead** or supervise** lower level employees as a secondary function.



Knowledge, Skills, and Abilities

Same as level one, plus: Knowledge of University system to be able to refer students to appropriate area for assistance. Knowledge of best practices, federal and state laws and legal issues associated with and applicable to student services and higher education. Knowledge of marketing/advertising principles. Advanced public speaking skills. Ability to troubleshoot situations to determine the best course of action. Ability to work as an influential part of a team. Ability to apply theories gained through experience and education. Ability to lead** and/or supervise**.

Education and Experience

Bachelor's degree in related field and two years relevant experience, or an equivalent combination of training and experience.

Level 3

PCLS: 06023

*****Alternate PCLS: 09130**

**Grade 79
Exempt**

Descriptors

Work is performed under administrative supervision. Evaluate processes and procedures and make recommendations. Review information to determine placement. Identify and analyze options appropriate for individual student success. Conduct workshops or training for students and/or staff. Assess programs offered and create special programs as needed to fulfill a documented need. Responsible for event concept, compliance, and assessment. May approve exceptions to the normal course of business. May lead** or supervise** lower level employees.

Knowledge, Skills, and Abilities

Same as level two, plus: Knowledge of decision-making strategies and problem-solving skills. Knowledge of student development theory. Ability to interpret information to determine placement. Ability to be a team or project leader.

Education

Bachelor's degree in a related field and three years relevant experience, or an equivalent combination of training and experience. May require appropriate or applicable certification. Master's degree preferred.

Level 4

PCLS: 06024

**Grade 80
Exempt**

Descriptors

Work is performed under general direction. Responsible for ensuring compliance with applicable local, state and federal statutes and regulations. Initiate and implement changes to procedures in response to federal mandates and policies. Interpret and articulate emerging laws. Conduct investigations to ensure compliance. Positions at this level are given large latitude in decision making, and make decisions that have a large impact and require significant discretion in decision making. May serve as a specialist or expert for a discrete and complex* knowledge area or



function. As a secondary function may be responsible for fiscal management and policy development as they pertain to area of expertise; and may supervise** employees assisting in the administration of program/department goals and outcomes.

Knowledge, Skills, and Abilities

Same as level three, plus: Knowledge of fiscal management. Ability to develop and implement policy. Ability to interpret and articulate changes to existing laws and regulations. Ability to conduct investigations.

Education

Master's degree in related field and four years relevant experience, or an equivalent combination of training and experience.

- * **Complexity:** Refers to the higher level interpretation of and diversity of rules and regulations (e.g. Buckley Amendment (FERPA), Federal, State and University regulations, Title IV of the Federal Code of Regulations, INS (SEVIS) Veterans Administration Rules and regulations, state statues and laws, professional organization standards and CAS standards). Complexity increases as the application, interpretation, and frequency of working with these rules and regulations increases. Complex positions require increased training, education, or depth in a discrete/specialized functional area or breadth in several functional areas. Complexity increases as positions make decisions which have far-reaching implications. Complex positions are responsible for compliance and supervise positions in multiple functional areas.
- * **Scope:** Refers to the impact of decisions on students, the unit/department, or the campus.
- ** **Lead:** Provide day-to-day guidance, training and direction for staff in addition to other duties. Regularly assign and review work. Is fluent in assigned area of responsibility.
- ** **Supervise:** Hire, train, evaluate performance and initiate corrective action.
- *** Exemption status determined on a case-by-case basis. Essential functions of each job will be reviewed and evaluated in accordance with Fair Labor Standards Act regulations.

[July 2009 revisions included formatting document for consistency, and adding alternate PCLS information.]