

JOB FAMILY CONCEPT

This family consists of three levels of student services management 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 Professional job family by the primary responsibility for unit management and increased accountability. This job family is distinguished from the Administrative Management job family by having a primary focus on student services management. Student Services Managers are distinguished from supervisors by the greater degree of responsibility of organizing, planning and leading a fiscal department, managing a larger staff, and serving as a strategic advisor. Positions in this family direct, manage, supervise and coordinate student services activities and operations including the following:

- Staff supervision
- Strategic and long range planning and implementation
- Analysis and interpretation of rules and regulations
- Creating and managing budgets

This family provides unit management, 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 Professionals may be performed, but not as the primary focus of the job:

- Adhere to FERPA regulations and confidentiality procedures
- Perform advanced student services professional functions
- Direct/manage/supervise staff and functions of a student services unit
- Guide and manage staff in all student services related matters

- Provide in depth analysis and interpretation of information that is gathered/received
- Authorized to commit the organization to expenditures
- Develop and implement rules, regulations, processes, policies, and procedures
- Ensure compliance with applicable rules, regulations, processes, policies, procedures, and accreditation standards
- Authorized to approve/deny exceptions to stated rules, regulations, processes, policies, and procedures • Develop and manage budgets and reports
- Create and implement long range and strategic plans

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: 06041

Grade 79
Exempt

Descriptors

Work is performed under administrative supervision. Manage and coordinate a student services unit that is small in complexity* and scope*. Serve as a subject matter expert. Assist with strategic planning. Involved in the day to day activities of the program and performs student services professional duties related to the program. Manage a budget. Evaluate processes and procedures and make recommendations. Review information to determine placement. Decisions made at this level will not impact the policy of another unit. Lead** or supervise** a work team or task force. Ensure compliance with applicable rules, regulations, processes, policies, and procedures.

Knowledge, Skills, and Abilities

Knowledge of relational databases and advanced computer operation skills. Knowledge of decision-making strategies and problem-solving skills. Knowledge of student development theory. Ability to interpret information to determine placement. Knowledge of, and the ability to interpret and apply rules, regulations, processes, policies, and procedures related to higher education. Ability to supervise budgets. Ability to lead** or supervise** a work team or task force.

Education and Experience:

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

Level 1A
PCLS: 06044

Grade 80
Exempt

Descriptors

Work is performed under administrative supervision. Manage and coordinate a moderately complex* student services unit that is moderate in complexity* AND scope*. Perform advanced student services professional duties. Responsible for fiscal management and policy development as they pertain to area(s) of expertise; and supervise employees assisting in the administration of program/department goals and outcomes. Evaluate and identify potential opportunities and partners, and negotiate, monitor and administer complex agreements. Ensure integrity of program and compliance with applicable laws, regulations, policies and procedures; advise management of potential problems and findings when violations exist; institute procedures to correct violations. Assist with strategic planning. Manage a budget. Represent the student services unit in the absence of higher level staff. Decisions made at this level will impact the policy of another unit.

Knowledge, Skills, and Abilities

Same as level one, plus: Ability to develop and recommend changes. Ability to manage budgets. Ability to supervise** and manage.

Education and Experience:

Bachelor's degree in a related field and three years progressively responsible relevant experience, or an equivalent combination of training and experience.

Level 2
PCLS: 06042

Grade 81
Exempt

Descriptors

Work is performed under general direction. Manage and coordinate a student services unit that is moderate in complexity* And scope*. Interpret, apply, and make recommendations for changes on rules, regulations, processes, policies, and procedures. Grant and/or deny exceptions and ensure compliance with applicable rules, regulations, processes, policies, and procedures. Develop and manage the budget. In conjunction with higher level managers, forecast needs, develop processes, and participate in strategic and long range planning. Assume functions and responsibilities in absence of higher level staff.

Knowledge, Skills, and Abilities

Same as level 1A, plus: Ability to determine appropriateness of exception requests. Ability to interpret and articulate changes to existing laws and regulations. Ability to develop and manage budgets. Knowledge of program design.

Education and Experience

Bachelor's degree in related field and four years progressively responsible relevant experience and one years management experience, or an equivalent combination of training and experience.

Descriptors

Level 2B
PCLS: 06045

Grade 82
Exempt

Descriptors

Work is performed under general direction. Direct a student services unit that is moderate in complexity* AND scope*. Grant and/or deny exceptions and ensure compliance with applicable rules, regulations, processes, policies, and procedures. Recommend and create new programs, develop processes and participate in the planning process. Develop and manage the budget. In conjunction with higher level managers participate in strategic and long range planning. Assume functions and responsibilities in absence of higher level staff. In conjunction with executive management, set direction for larger reporting units. This level is distinguished from the lower levels by the responsibility for independently developing, recommending and creating new programs and policies free from supervisor's review. Decisions made at this level would impact university-wide policies and procedures.

Knowledge, Skills, and Abilities

Same as level two, plus: Ability to develop and implement policy. Knowledge of accepted strategic and long range planning practices. Ability to develop and recommend programs/projects.

Education and Experience

Bachelor's degree in a related field and five years progressively responsible relevant experience and two years management experience, or an equivalent combination of training and experience. Master's degree preferred.

Level 3
PCLS: 06043

Grade 83
Exempt

Descriptors

Work is performed under long-range administrative direction. Direct a diverse unit that is both large in complexity* AND scope*. Typically a second line supervisor**. Authorized to commit the organization to major expenditures and obligations. Authorized to approve/deny formal exceptions prior to executive appeal. Develop processes, long range and strategic plans, and participate in planning organization wide. Accountable for the overall outcomes of the unit. Develop and assess programs, and implement plans based on assessment.

Knowledge, Skills, and Abilities

Same as level 2B, plus: Ability to create and implement effective long range and strategic plans. Extensive knowledge of processes to understand how activities affect MAU. Increased depth and breadth of knowledge and accountability in unit operations. Expert planning and leadership skills. Ability to identify, organize, plan and allocate resources.

Education and Experience

Master's degree in a related field and five years progressively responsible higher education experience and three years management experience, or an equivalent combination of training and experience.

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- * **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 statutes 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 typically work with external constituencies, multiple departments, faculty, and campuses. Complexity increases as positions more frequently work with these entities.
 - * **Scope:** Refers to the impact a student services unit has on the organization or those it impacts, or the size of the organization.
 - ** **Lead:** Provide day-to-day guidance, training and direction for staff in addition to other duties. Regularly assign and review work. Is fluent in the assigned area of responsibility.

STUDENT SERVICES MANAGER

Job Classification

Adopted: April 17, 2005

Revised: August 31, 2022

**** Supervise:** Hire, train, evaluate performance and initiate corrective action of regular staff members.

**** Second-Line Supervisor:** Supervises managers.