

# UNIVERSITY OF SOUTHERN CALIFORNIA

## Student Services Advisor I

Job Code: 137519

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| Grade:         | H        |
| OT Eligible:   | Yes      |
| Comp Approval: | 1/1/2007 |

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### JOB SUMMARY:

Counsels and/or provides undergraduate and/or graduate students with a range of services covering admissions, financial aid, academic counseling and advisement, graduation counseling and clearance, records and registration, placement and career services, and student programs. Coordinates delivery of services with appropriate university offices. Position is affiliated with a major academic program, academic department, school or college.

### JOB ACCOUNTABILITIES:

| <u>*E/M/NA</u> | <u>% TIME</u> |  |
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| _____ | _____ | Assists in the planning and execution of recruitment strategies and programs for a major academic program, department, school or college. Represents same at university recruiting events. Coordinates recruitment activities with the university admissions office. Researches demographics, plans outreach programs and events, mail campaigns, school visits, receptions and college fairs. Cultivates network of teachers and counselors at high schools and community colleges. Enlists faculty support in recruitment efforts. |
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| _____ | _____ | Counsels or advises prospective students and families on admissions, financial aid, housing and academic requirements. Intervenes with university central student services as necessary to connect prospective students with the right staff member or department in order to facilitate the application process. Provides initial evaluation of admissions and financial aid applications. |
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| _____ | _____ | Counsels students and parents on matters concerning financial aid packages. Evaluates student situations and requests regarding financial aid awards and takes appropriate action. Identifies and recommends scholarship recipients based on eligibility requirements. Monitors local financial aid budget and scholarship awards. Recommends teaching and research assistant appointments, matching abilities and background to assignments. |
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| _____ | _____ | Provides academic counseling for undergraduate and/or graduate students. Advises on matters of curriculum, course and degree requirements, transfer credit evaluation, and graduation counseling and clearance. Monitors student progress in honors and probation programs. |
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| _____ | _____ | Evaluates student problems, academic, administrative or personal, and refers student to appropriate student services office for additional counseling. Liaises with other offices on behalf of students to facilitate problem resolution. |
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| _____ | _____ | Provides career information and limited placement services for students and alumni. Coordinates internships and cultivates job and career opportunities with employers. Plans career events. Maintains employer directories and career resource information. |
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- \_\_\_\_\_ \_\_\_\_\_ Maintains academic unit student records and coordinates registration activities, grading, degree progress, enrollment and degree verification, and transcripts with the USC Office of Academic Records and Registrar. Assists with Petition applications, resumes and letters of recommendation. Interfaces with faculty, administrators and students regarding grading policies, academic progress and student promotability.
  - \_\_\_\_\_ \_\_\_\_\_ Plans and coordinates student events including commencement, orientation, receptions, and award ceremonies. Contracts with vendors for services and attends and oversees events to ensure arrangements are handled as planned.
  - \_\_\_\_\_ \_\_\_\_\_ Serves as advisor to student groups and organizations. Assists in planning and administering special programs such as faculty advisor programs, peer tutorial or advisor groups, and honors groups.
  - \_\_\_\_\_ \_\_\_\_\_ Assists in the preparation or update of bulletins, newsletters, handbooks, guides, fact sheets and brochures. May coordinate production of materials by outside vendors.
  - \_\_\_\_\_ \_\_\_\_\_ Participates in committees at the department, school, college or university level which deal in student services issues. Provides administrative support for local committees and works on committee-assigned projects.
  - \_\_\_\_\_ \_\_\_\_\_ Provides administrative support to faculty and academic committees by coordinating textbook orders, class and exam schedules, curricula changes and new course approvals, and changes to the university catalog and school bulletin.
  - \_\_\_\_\_ \_\_\_\_\_ Maintains currency on policies, procedures and regulations pertaining to admissions, financial aid, registration, transfer credit evaluation, course and degree requirements, graduation requirements, petitions and other student services.
  - \_\_\_\_\_ \_\_\_\_\_ Maintains and compiles statistical data. Prepares reports for internal and external use.
  - \_\_\_\_\_ \_\_\_\_\_ Gathers financial data and assists in budget development. Assists in the writing of grant proposals and solicits donors as appropriate. Monitors expenses and authorizes expenditures.
- Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

**\*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.**

**EMERGENCY REPSONSE/RECOVERY:**

- Essential:  No  
 Yes In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**

Bachelor's Degree

**Minimum Experience:**

1 Year

**Minimum Field of Expertise:**

Student program or services experience

**Preferred Education:**

Master's Degree

**Preferred Experience:**

2 Years

**Preferred Field of Expertise:**

Knowledge of USC student and academic programs, policies and procedures and knowledge of the student information system

**Skills: Other:**

- Analysis
- Assessment/evaluation
- Budget control
- Communication -- written and oral skills
- Conceptualization and design
- Conflict resolution
- Counseling
- Creative writing and editing
- Interpretation of policies/analyses/trends/etc.
- Interviewing
- Knowledge of applicable laws/policies/principles/etc.
- Networking
- Organization
- Planning
- Problem identification and resolution
- Project management
- Public speaking/presentations
- Research
- Scheduling
- Statistical analysis

**Skills: Machine:**

- Computer Network (University)
- Personal Computer

**Supervises: Level:**

- May oversee student, temporary and/or casual workers.
- Supervises volunteers

**SIGNATURES:**

**Employee:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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