

UNIVERSITY OF SOUTHERN CALIFORNIA

Student Services Advisor II

Job Code: 137523

OT Eligible: Yes

Comp Approval: 5/27/2016

JOB SUMMARY:

Counsels and/or provides undergraduate and/or graduate students with student services covering one or more key areas such as 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. This is a specialist position which may lead other student services advisors or may perform highly specialized activities for which an advanced degree is a minimum requirement, e.g., academic counseling and programming and curriculum development.

JOB ACCOUNTABILITIES:

***E/M/NA % TIME**

_____	_____	Provides leadership and guidance to other student services advisors who perform similar work. Sets priorities and timelines and monitors delivery of student services. Assists in resolving non-routine problems and provides policy or procedural interpretations for matters which are not clearly defined. Or performs highly specialized activities which require an advanced degree combined with directly related experience as a minimum requirement.
_____	_____	Counsels or advises prospective students and families on one or more key areas such as 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/or financial aid applications.
_____	_____	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.
_____	_____	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.
_____	_____	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.

- _____ _____ 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.
 - _____ _____ 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.
 - _____ _____ 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.
 - _____ _____ 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.
 - _____ _____ Assists in the preparation or update of bulletins, newsletters, handbooks, guides, fact sheets and brochures. May coordinate production of materials by outside vendors.
 - _____ _____ 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.
 - _____ _____ 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.
 - _____ _____ 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 RESPONSE/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
- Combined experience/education as substitute for minimum education

Minimum Experience:

- 3 years

Minimum Field of Expertise:

- Directly related experience in student services and programming with ability to lead

Preferred Education:

- Doctorate
- Master's degree

Skills: Administrative:

- Communicate with others to gather information
- Customer service
- Gather data
- Input data
- Research information
- Schedule appointments
- Understand and apply policies and procedures
- Use database and/or word processing software

Skills: Other:

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

Skills: Machine/Equipment:

- Calculator
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Photocopier

Supervises: Level:

- Leads one or more employees performing similar work.
- 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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