



## **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 family by the primary responsibility for unit management and increased accountability. This job family is distinguished from general administrative managers by having a primary focus on student services management. 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

Positions in this family manage work units responsible for student services activities. 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 moderately complex\* student services unit and assist with strategic planning. Perform advanced student services professional duties. Review budgets. Lead or supervise a work team or task force. Represent the student services unit in the absence of higher level staff. Ensure compliance with applicable rules, regulations, processes, policies, and procedures

#### ***Knowledge, Skills, and Abilities***

Knowledge of relational databases and computer operations. 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 relevant field and two 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 a more complex\* student services unit. Responsible for a unit moderate in scope\*. Grant and/or deny exceptions and ensure compliance with applicable rules, regulations, processes, policies, and procedures. Interpret, apply, and make recommendations for changes on rules, regulations, processes, policies, and procedures. Develop



and manage 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 one plus: Ability to develop and recommend changes. Ability to determine appropriateness of exception requests. Ability to develop and manage budgets.

***Education and Experience***

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

**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 scope\* and complexity\*. 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 two plus: Knowledge of accepted strategic and long range planning practices. Ability to supervise and manage.

***Education and Experience***

Masters degree in a relevant field and five years progressively responsible higher education experience and three years management 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 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 that a student services unit has on the organization or those it impacts, or the size of the organization.