Summary

Incumbents in the Student Services Coordinator position aid students in navigating the University, including areas such as admissions, financial aid, registrar, and career services with the ultimate goal of fostering an enhanced collegiate experience. Incumbents assist current and prospective students, parents, staff, and/or faculty with a variety of inquiries and topics.

Distinguishing Characteristics

The Student Services Coordinator II is distinguished from the Student Services Coordinator I in that incumbents in the II level possess the knowledge and experience to manage responsibilities of a more complex nature, including employing analytics to evaluate programs and provide recommendations.

Reporting and Supervisory Responsibilities

The Student Services Coordinator II reports to a team lead. This classification may train and guide student employees and less experienced staff.

Typical Functions

1. Assists with the development and implementation of systems and methods for academic support for specific populations.
2. Provides excellent customer service.
3. Maintains accuracy and confidentiality of student records in compliance with the Family Education Rights and Privacy Act (FERPA) regulations.
4. May communicate daily with students, parents, staff, and/or faculty via email, phone, and in person.
5. Accepts and processes documents.
6. Provides guidance, troubleshooting, and problem solving including researching information as necessary across University and external entities to respond to and address specific student or prospective student concerns and/or inquiries.
7. Contributes to the overall planning, development, and implementation of short-term and long-range goals and objectives.
8. May train and guide student employees and/or less experienced staff.
9. Collaborates on the maintenance of policy and training manuals.
10. Collects and analyzes a variety of information and statistics relating to assigned functional area and summarizes findings, prepares reports and makes recommendations.
11. Develops and maintains the structure and content of databases.
12. Creates system tutorials and develops and conducts training seminars for faculty, staff, and students.
13. May be required to complete Federal and/or State compliance training.
14. Performs miscellaneous job-related duties as assigned.

Knowledge, Skills, and Abilities

1. Excellent interpersonal skills and the ability to interact professionally with a diverse group of faculty, staff, and students through a variety of mediums (phone, in-person, email).
2. Skilled with computers and able to adapt to and learn new technologies as required.
3. Ability to interpret and apply guidelines, policies, procedures, and rules using sound judgement.
4. Ability to gather and analyze data to formulate solutions to problems.
5. Strong data and records management skills.
6. Knowledge of computerized student information systems.
7. Strong consultative and advisory skills.
8. Knowledge of policies and procedures pertaining to University student admissions, registration, and records.

Minimum Qualifications

Four years of related experience; or an associate degree/vocational training plus two years of experience; or a bachelor’s degree is required.

Work Environment and Physical Requirements

Employees work indoors and are protected from weather and/or contaminants, but not, necessarily, occasional temperature changes. The employee is regularly required to sit and often uses repetitive hand motions.

Fundamental Abilities

Within the scope and complexity of each position’s responsibilities, each incumbent is expected to possess and demonstrate the following abilities:

1. **Communicating**: Communicates effectively both verbally and in writing.
2. **Problem solving**: Analyzes information and evaluates results to select the best solution and solve problems.
3. **Monitoring**: Measures performance of self; makes improvements and takes appropriate corrective action.
4. **Critical Thinking**: Comes to well-reasoned conclusions, solutions, and approaches to problems.
5. **Team Building**: Works to create a team-based environment. Consistently demonstrates cooperative behavior with colleagues, supervisors, and customers.
6. **Active Listening**: Gives full attention when others are speaking; listens to understand, asks questions as appropriate, and does not interrupt.
7. **Service Orientation**: Actively seeks opportunities to help others.
8. **Conflict Resolution**: Acts professionally when encountering customers who, at times, may be frustrated.

**Core Characteristics**

As representatives of Utah State University and primary contributors to its mission, all employees are expected to demonstrate the following characteristics:

1. Take initiative.
3. Be accountable.
4. Behave ethically.
5. Be honest and trustworthy.
6. Demonstrate a strong work ethic.
7. Be inquisitive.
8. Be detail oriented.
10. Efficiently manage multiple tasks.
11. Be a team player.
12. Be committed to improving USU.

**Disclaimer**

This position description indicates the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive list of all duties, responsibilities, and qualifications required of employees assigned to the position.