JOB DESCRIPTION

Job title: Student Services Coordinator, Senior

Job Category: Non-Exempt

PCLS: 50151

Salary Grade: E

Summary

This is a single incumbent classification responsible to assist in the resolution of degree audit system problems, issues, and in the preparation and delivery of system training for the University community. Under the direction of the University Registrar, the Degree Audit Specialist assists in all functions of the day-to-day support of the degree audit system (Degree Works) for the University.

Distinguishing Characteristics

The Student Services Coordinator, Senior is distinguished from the Student Services Coordinator II in that the incumbents in the Senior level specifically supports the degree audit system by analyzing University and degree requirements and providing problem analysis and resolutions for end users. The position works closely with the University Catalog Editor to collaborate with academic departments, faculty, and staff to ensure accuracy of data requirements, content, and participates in the development and enhancement of on-line applications.

Reporting and Supervisory Responsibilities

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

Typical Functions

1. Assists in the resolution of degree audit issues for students, faculty and staff.
2. Assists in the planning, development, implementation, documentation, administration, and maintenance of Degree Works for the University.
3. Participates in testing and upgrades for the degree audit system.
4. Participates in the definition and maintenance of the database structure, and content for all of the academic requirements.
5. Provides technical and functional support to the University-wide community using the degree audit system.
6. Researches all academic program requirements to encode and maintain degree audit tables, and program requirements in the system.
7. Works with curriculum forms that have been submitted and approved to ensure the correct information is updated.
8. Prepares appropriate materials to promote the degree audit system to the University community.
9. Serves as a contact for the University statewide campuses using Degree Works.
10. Maintains current professional knowledge, participates in the evaluation of new technologies, and in the implementation of updated versions of Degree Works.
11. Works with the Catalog Editor to edit and maintain the online University catalog using Acalog (software) while adhering to University policies and procedures and ensuring degree requirements are consistent across various systems including Degree Works.
12. Works with the Catalog Editor and the Assistant Registrar to further establish the catalog as a useful and accessible tool for current students, prospective students, parents of prospective students, faculty, advisors, staff, and accrediting associations.
13. Communicates difficult decisions with campus partners while maintaining a positive working relationship.
14. Works with the Catalog Editor to train others on Curriculog processes and procedures.
15. 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 registration and records.

Minimum Qualifications

A bachelor’s degree and two years of relevant experience or an equivalent combination of education and experience 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.