UNIVERSITY OF SOUTHERN CALIFORNIA

Student Services Advisor III

Job Code: 137524

OT Eligible: **No**

Comp Approval: **4/27/2020**

JOB SUMMARY:

Serves as a lead support for departmental staff in programming and providing counseling and/or student services for prospective, undergraduate and/or graduate students, covering one or more key areas (e.g., 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:

*E/M/NA	% TIME	
_____	_____	Provides guidance and supervision for student services advisors, student workers, volunteers, and/or graduate assistants, in providing counseling and/or student services. Plans, develops or modifies, implements, communicates and evaluates program services, activities and special events accordingly to ensure efficacy and understanding.
_____	_____	Interfaces with faculty, administrators and students regarding grading policies, academic progress and student promotability. Oversees the maintenance of student records and coordination of 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. Maintains and compiles statistical data and prepares reports for internal and external use as required. Designs and conducts program-focused training for staff and assesses proficiency or readiness of trainees. Stays current on policies, procedures and regulations pertaining to admissions, financial aid, registration, transfer credit evaluation, course and degree requirements, petitions and other student services. Leads development and implementation of program policies and procedures.
_____	_____	Participates in the development of internal and external public relations strategies to promote programs, services, and events. Leads the planning of student events including commencement, orientation, career fair, receptions and award ceremonies. Oversees events to ensure arrangements are handled as planned. Cultivates job and career opportunities with employers. Supervises the preparation, dissemination or updates of bulletins, newsletters, handbooks, guides, fact sheets brochures and online content related to student services. Provides input for or develops program budget(s). Monitors expenditures for adherence to budget guidelines and analyzes for cost effectiveness. May approve expenditures for specific program areas.
_____	_____	Counsels or advises prospective students and families on one or more key areas including admissions, financial aid, housing and academic requirements. Counsels current students and parents on matters concerning financial aid packages and provides academic counseling for undergraduate and/or graduate students. 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 professional currency through participation in associations, committees, workshops and other means of networking, as well as interfaces with faculty, administrators, students, staff, parents, community groups, agency representatives, donors, counterparts in other organizations, and others with a connection to the program. Represents university and/or unit, as assigned or appropriate. Serves as advisor to student groups and organizations. Participates in committees at the department school college or university level which deal with student service issues. Provides technology support for faculty and staff; assesses needs; coordinates acquisitions and training; supports computer systems; advises faculty on program matters, instructional and research applications, and initiates additions to services. Makes formal presentations as required.

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:

5 years

Combined education/experience as substitute for minimum experience

Minimum Field of Expertise:

Directly related experience in leading the delivery of student services.

Preferred Education:

Doctorate

Master's degree

Preferred Experience:

7 years

Preferred Field of Expertise:

Key areas of expertise include assessment and analysis, budget control and development, conceptualization and design, conflict resolution, counseling, creative writing and editing, curriculum development, and interpretation of policies. This role requires efficient communication and the ability to conduct interviews and understanding of applicable laws, policies and principles. Leadership ability is key; as is the ability to network, organize and plan. Problem identification and resolution are important, as well as project management, public speaking, scheduling, statistical analysis and teaching and training.

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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