



Classification Description

Job Title: Student Services Specialist

Pay Grade: 104

Job Code: 4510

FLSA Status: Non-Exempt

Job Purpose

The Student Services Specialist performs specialized work providing direct customer service to students, while also completing data entry related to admissions and/or registration. This position serves as the primary point of contact at the front desk at an assigned FSW campus for prospective and/or current students and includes disseminating information regarding office policies and procedures, state requirements, and processing related transactions.

General Responsibilities

Essential Functions

Staffs the front counter and is readily available to provide pleasant and professional service to students and others seeking information regarding the College's admissions, registration and enrollment processes.

Responds to student inquiries and questions accurately, timely, and professionally. Regularly interacts with students in person, via email, phone, videoconferences, and chat directing students appropriately.

Understands the policies and procedures related to the services performed by the Offices of the Registrar and Admissions; seeks opportunities to enhance a student's experience and proactively address needs; knows when to collaborate with others to ensure appropriate support and assistance is provided.

Guides students through the enrollment process by providing accurate information regarding admissions and registration procedures consistent with College policy and applicable state guidelines.

Reviews, processes, scans and indexes student records to include admissions applications, transcripts, residency, registration documents, student data change forms, petitions, and other student records or departmental correspondence.

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Interprets and applies the policies and procedures related to the services performed by admissions and registration; seeks opportunities to enhance a student's experience and proactively addresses needs; knows when to collaborate with others to ensure appropriate support and assistance is provided.

Performs basic troubleshooting related to admissions and enrollment issues and collaborates with supervisor to ensure appropriate resolution, as necessary.

Participates in outbound communication campaigns to engage and follow-up with prospective and current students to determine level of interest and provide guidance on applicant next steps. May also be required to work special admissions and registration events to support students.

Ensures the integrity, privacy, security, and confidentiality of academic records by maintaining strict compliance with FERPA, the Solomon Act, other state and federal regulations, and College records and archival policies.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

A high school diploma or GED.

Demonstrated proficiency in the use of personal computers and software programs such as MS Word, MS Excel and MS Access or similar programs.

Ability to learn database and enterprise software to input and retrieve data.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.

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- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved through classification/compensation study: September 1, 2009. Revised: February 22, 2011, July 31, 2012, July 1, 2014, April 26, 2021, and July 1, 2023.