



The University of Texas at San Antonio™

Job Description

Job Title:	Senior One-Stop Counselor	Job Family:	Student Services
Type:	Classified – Non-Exempt	Job Code:	13059
Department:	One-Stop Enrollment Center/Division of Student Affairs	Salary Grade:	60
Reports to:	Associate Director One-Stop Enrollment Center	Created/Revised:	09/2022
Work Modality:	On Campus		

This position is part of a market adjustment implemented in Spring 2022. New hires salary offers should at least be at the minimum salary established for this position based on the market adjustment. Please contact Compensation at compensation@utsa.edu with any questions.

Job Summary

Functions as the Sr. Level position for coordinating the development, implementation and completion of special projects, activities and/or programs as they relate to the One-Stop Enrollment Center and the service provided to students, parents, families, and home offices within the Enrollment Services unit.

Core Responsibilities

1. This position serves as a mentor and/or supervisor to less experienced one-stop enrollment counselors, coordinates coverage (call center, counter, emails), assignments, services, and programs.
2. Supervises full-time, part-time and student employees either directly or indirectly, depending on area assigned. This includes performance evaluations, hiring, disciplinary processes, firing, mentoring, and coaching and other related personnel issues.
3. Coordinates training and staff development for One-Stop Enrollment Counselors.
4. Acts as an appointment counselor for students through in person visits, phone visits or Skype.
5. Provides supervisory controls to ensure quality customer service through the use of rubrics.
6. Coordinates and/or facilitates workshops, develops, and makes presentations on and off campus (outreach/in-reach) to groups as needed.
7. Uses professional judgment to solve problems, work with escalated student and/or parent issues, admissions denials, financial aid eligibility or extenuating circumstances.
8. Participates in operational and strategic planning for team and department and provides data and/or reports on One-Stop operations as needed to administration.
9. Researches rules, regulations and peer programs and recommends, develops, and implements new programs or changes to programs; interprets and maintains knowledge of current federal, state, and institutional policies, procedures and regulations pertaining to enrollment services unit.
10. Responsible for counseling and providing excellent customer service and accurate information to prospective and current students and their families regarding undergraduate admissions, financial aid & scholarships and registration and records.
11. Assists home offices with processing as needed.
12. Develops working relationships with university departments to enhance customer service and satisfaction.

13. Maintains a high level of working knowledge of university information, organization, opportunities, and policies
 14. Proposes, organizes, implements, and reports on programs/projects.
 15. Participate in committees across campus.
 16. Represent Associate/Assistant Director in campus activities when needed.
 17. Participate in strategic planning and assessment for the department.
 18. Takes a proactive approach to assist co-workers in various tasks, to ensure safety.
 19. Performs work tasks in a safe manner and in accordance with work instructions.
 20. Proactively makes recommendations to improve safety.
 21. Demonstrates UTSA core values: Integrity, Excellence, Inclusiveness, Respect, Collaboration, and Innovation.
 22. Performs other duties as assigned.
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Minimum Requirements

Education/Certifications

- Bachelor's Degree from an accredited university

Experience

- Three years of progressively responsible experience in student advisory or counseling/service capacity, which may include financial aid, admissions, recruitment, registrar, advising, student activities, student life or other related student-oriented program/office with some supervisory and/or programming and/or leadership and/or committee, and/or processing experience.
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Knowledge Skills & Abilities

- Demonstrated organizational, written, and verbal communication skills
 - Excellent interpersonal skills; organizational skills and ability to multi-task and work cooperatively with others.
 - Standard Office Equipment
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Core Competencies

Instructions: Select the appropriate Competency section below based on position. Options: Individual Contributor (IC), People Leader (PL), or Executive (Exec). Delete this instructions paragraph, Competency header (IC, PL, or Exec), and other Competency sections not applicable to position.

Individual Contributor:

Customer Focus, Dealing with Ambiguity, Functional and Technical Skills, Action Oriented, Self-Development

Working Conditions

Working Environment:

- Office Environment.
- Occasional evening and/or weekend.

Physical Demands:

- Describe any Physical Demands of the Position
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