



# The University of Texas at San Antonio™

## Job Description

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<b>Job Title:</b>	One-Stop Counselor II	<b>Job Family:</b>	Student Services
<b>Type:</b>	Exempt	<b>Job Code:</b>	13060
<b>Department:</b>	One Stop Enrollment Center	<b>Salary Grade:</b>	59
<b>Reports to:</b>	Senior One Stop Counselor	<b>Created/Revised:</b>	07/16/2022
<b>Work Modality:</b>	On-Campus, Remote, Hybrid		

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](mailto:compensation@utsa.edu) with any questions.

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### Job Summary

Responsible for decision-making that requires initiative and judgment in responding to individual needs of students and families rotating between the counter(s), call center and emails. This positions also helps to mentor less experienced one-stop enrollment counselors.

Provides service to students and their families via the One-Stop Enrollment Center, providing information on financial aid & scholarships undergraduate admissions and registrar.

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### Core Responsibilities

1. Responsible for counseling, problem-solving and providing excellent customer service and accurate information to prospective and current students and their families regarding undergraduate admissions policies, registration, financial aid & scholarships via multiple venues including counter, call center and email.
2. Makes presentations on and off campus (outreach/inreach) to groups as needed.
3. Uses professional judgment to assist with solving problems and working with escalated student and/or parent issues, admissions denials, financial aid eligibility or extenuating circumstances.
4. Processes transcripts, financial aid & scholarship paperwork, registers/withdraws students, generates, maintains and distributes transcripts and letters of verification as well as other paperwork and/or processes within the enrollment services units.
5. Assists home offices with processing as needed.
6. Maintains a high level of working knowledge of university information, organization, opportunities and policies.
7. Maintains knowledge of current processes and procedures for all enrollment services units including federal, state and institutional rules and regulations.
8. Demonstrates UTSA core values: Integrity, Excellence, Inclusiveness, Respect, Collaboration and Innovation.
9. Performs other duties as assigned.

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### Minimum Requirements

### Education/Certifications

- Bachelor's Degree from an accredited university (required)
- Master's Degree from an accredited university (preferred)

### Experience

- Two years of full-time equivalent experience in student advisory/counseling/service capacity, which may include financial aid, admissions, recruitment, registrar, advising, student activities, student life or other related student-oriented program/office. (required)
  - Master's Degree can substitute for one year of experience
- Candidate must satisfactorily complete the required Criminal Background Check (CBC).
- Two years of higher education, enrollment services/management experience. (preferred)

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### Knowledge Skills & Abilities

- Demonstrated organizational, written, and verbal communication skills
- Excellent interpersonal skills; organizational skills
- Ability to multi-task and work cooperatively with others.

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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

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### Working Conditions

#### Working Environment:

- Office Environment.
- Requires use of personal computing equipment, telephone, multi-functioning printer and calculator.
- Occasional after hours and weekend work or overtime may be required

#### Physical Demands:

- Describe any Physical Demands of the Position
- Ex. Sedentary work; sitting most of the time. Jobs are sedentary, if walking and standing are required, only occasionally.
- Ex. Exerts up to 10 lbs. of force occasional