

The University of Texas at San Antonio

Job Description

Job Title: Student Services Specialist

Code: 13080

Salary Grade: 55

FLSA Status: Non-Exempt

Department/Division: Graduate School

Summary

- Function: To assist and plan the development of services while creating an environment of support and dedication whereby students are offered individualized support and attention.
- Scope: Responsible for facilitating an understanding and acknowledgement of the needs of the students that is assessed and delegated to the appropriate administrator or staff member. Play a key role in providing an overview of the essential policies and procedures that are aligned with the needs as outline by the student.

Duties

- Typical:
 1. Meet with students and serve as a point of entry for problem-solving, counseling, providing information relating to graduate admissions policies, registration, policies relating to graduate academic perspectives at the university, college and department level. Serve as the primary contact through face-to-face sessions at the Graduate School Student Services Counter.
 2. Oversee the processing of transcripts, distribution of transcripts and letters of verification that are essential to the admissions process.
 3. Maintains and ensure proper distribution of current processes and procedures of domestic and international graduate admissions.
 4. Maintains knowledge of registrar processes and procedures to adequately advise and assist students and department liaisons.
 5. Serve as a liaison between student, departments and colleges while providing guides to the appropriate entities within the university.
 6. Ensure the validation of content that is required for various student documents and ensure that the required signatures are obtained for processing. Maintain accurate student records while maintaining an updated database.
 7. Performs additional duties as assigned.
- Periodic:
 1. N/A

Education

Required	Preferred
Bachelor's degree from an accredited institution in any field of study.	Master's degree from an accredited institution in a field related to the work to be performed.

Other Requirements

Required	Preferred
Demonstrated effective interpersonal skills.	N/A
Criminal Background Check (CBC)	

Experience

Required	Preferred
None.	One year of professional or related experience in customer or student service.

Equipment

Required	Possible
Personal computer, Microsoft Office software suite to include Word, Excel, PowerPoint, Access, and Outlook; and other standard office equipment.	N/A

Working Conditions

Usual	Special
General office conditions with the majority of time spent in contact with students.	N/A

Supervision

Received	Given
General instructions and evaluation from supervisor.	N/A

Accuracy

Proficiency in all phases of the duties performed.
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Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

Internal Control

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.