

1865-Executive Operations/Student Services Specialist

Concept of Class: Third-level service position. Positions in this class have discretionary authority and independent responsibility. The work is performed under general guidelines and requires the establishment of priorities. Provides internal and external operational and student services assistance, including information, equipment, materials, merchandise and services.

Qualifications: High school diploma/GED and four years operations and/or student support experience. Training/education may be substituted for some of the years of experience. Specific knowledge/skills may be required.

Typical Tasks: (These examples do not include all possible tasks in this classification and do not limit the assignment of tasks in any position of this classification.)

Student/Public/Inter-departmental contact to determine and/or clarify needs/inquiries. Explains complex policies & procedures. Independently resolves problems and questions. Makes recommendations.

Perform advanced level service/operations work in areas such as: student services, bursar, admissions, survey research.

Performs duties specific to work area such as:

- Receive and process payments. Balance accounts and cash drawers.

- Perform advanced transactions such as making adjustments.

- Prepare and maintain records of financial activities and prepares periodic income and expense reports.

- Conduct open-ended or in-depth interviews where questionnaire is relatively unstructured. Obtain a wide variety of data, notes respondents' attitudes, impressions, and feelings about the various items discussed and toward the project.

- Tabulates, calculates and analyzes data using various statistical techniques which apply to a particular study and may help to develop questions and make recommendations.

- Provides support for admissions and/or teaching assistant committee.

- Consults with and/or advises students on records, registration certification or related problems.

- Process custom orders, review daily sales report and attend to ordering/receiving problems. Determine inventory levels. Communicates with vendors regarding orders.

Evaluate procedures and recommend changes as needed.

May provide informal orientation and training of other employees. May supervise student workers. Not a PELRA Supervisor.