

1815-Principal Operations/Student Services Specialist

Concept of Class: Provides internal and external operational and/or student services assistance including information, equipment, materials, merchandise and services. Requires the ability to work independently while performing assigned operations and student support services. The work is performed under established guidelines and directives.

Qualifications: High school diploma/GED and two years operations and/or student support experience. Training/education may substitute for some of the 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-department contact. Provide information such as giving directions, explaining relevant policies and procedures, and handling customer complaints.

Receive payments for University services and/or products. Prepare and maintain records of activities. Count receipts and/or wrap currency and coins. Perform cashiering duties.

Prepare, collect and/or issue student services documents. Schedules appointments with advisors.

Handle inventory for customer use.

Conducts structured survey interviews. Schedules interviews with survey participants.

Stock shelves, marking merchandise, assisting customers in locating merchandise.

May assist with informal orientation and training of other employees on office procedures. May supervise student workers. Not a PELRA Supervisor.