Student Services Generalist

ROLE DESCRIPTOR

Title: Student Services Generalist
Location: IUPUI - Indianapolis
Function: Student Services
Family: Student Services Generalist
Career Level: Career
FLSA Status: Exempt
Market Range: $35568 - $59904 / yr
Set ID - Jobcode: IUINA-- E5SA10

ROLE SUMMARY

Responsible for designing and administering student services across various or multiple student services job families and initiatives, including those involving student life, programming, and support and/or student services administration such as academic advising, financial aid/scholarships, and registrar. Initiatives and programs may be focused on multiple student populations. This role frequently interfaces directly with students and collaborates with staff in own department and other departments on shared student services goals.

FUNDAMENTAL RESPONSIBILITIES

Develops and implements programs and initiatives that touch on various/multiple student-related goals, such as enhancing and reinforcing academic engagement and experiential learning; increasing student engagement, wellness, and involvement; fostering learning, inclusion, and development; supporting students in crisis and adversity; and improving the student campus experience.

Interfaces directly with students by attending student programming events, advising student organization leaders, meeting one-on-one to discuss areas of concern on campus, and gathering satisfaction feedback from student participants to implement into future student services initiatives and objectives.

Collaborates with staff in own department and other departments, as well as academic and campus leaders, on shared student services goals, often coordinating funding to sponsor student programs and initiatives.

Projects outcomes for services offered at the program, department, division, or campus level. Measures and evaluates effectiveness of student services against projected outcomes; regularly prepares reports on impact to students and budget and may present to stakeholders on effectiveness and to secure funding for initiatives moving forward.

Serves on committees and performs student services research across the field of higher education and at peer institutions to identify and recommend best practices.
Plans and coordinates communications for student services initiatives to ensure student participation and engagement.

May provide guidance to other student services staff; makes process recommendations to manager for improved delivery of service.

Specific unit responsibilities:

- Maintains first-line responsibility for academic advising for approximately 1/3 of the JD student population, or between 250 and 275 students. This includes holding pre-registration meetings (in person or via videoconference) as scheduled by students, conducting pre-graduation checks to ensure requirements are completed, and disseminating information of general interest to advisees

- Collaborates with Student Affairs colleagues to strategize and oversee the process for final exam administration and is prepared to serve as Team Lead for final exam administration if called on to do so

- Team Lead for managing educational accommodations including facilitating communication between campus Adaptive Educational Services office, students requesting accommodations, faculty, and Technology Services department for implementing accommodations

QUALIFICATIONS

EDUCATION

Required:
Bachelor's Degree in higher education student affairs, public affairs, counseling, social work, education, business, or related field

Preferred:
Master's Degree in related field

WORK EXPERIENCE

Required:
2 or more years in student services, higher education, or related field

Combinations of related education and experience may be considered

LICENSES & CERTIFICATIONS

SKILLS & ABILITIES

Proficient in English written and verbal communication skills

Maintains a high degree of professionalism

Demonstrated time management and priority setting skills
Demonstrates a high commitment to quality

Possesses flexibility to work in a fast paced, dynamic environment

Seeks to acquire knowledge in area of specialty

Highly thorough and dependable

Demonstrates a high level of accuracy, even under pressure

Demonstrated ability to maintain confidential information

Demonstrated customer service skills

Commitment to working with people from diverse backgrounds and commitment to cultural competency

Ability to build strong partnerships with students and other university departments

PHYSICAL & MENTAL DEMANDS

This role requires the ability to effectively communicate and to operate a computer and other standard office productivity equipment. The position involves sedentary work as well as periods of time moving around an office environment and the campus. The person in this role must be able to perform the essential functions with or without an accommodation.

COMPETENCIES

CORE LEVEL COMPETENCIES

Values Differences: Recognizing the value that different perspectives and cultures bring to an organization.

Instills Trust: Gaining the confidence and trust of others through honesty, integrity, and authenticity.

Collaborates: Building partnerships and working collaboratively with others to meet shared objectives.

Customer Focus: Building strong customer relationships and delivering customer-centric solutions.

Ensures Accountability: Holding self and others accountable to meet commitments.

CAREER LEVEL COMPETENCIES

Action Oriented (Career): Action Oriented

Optimizes Work Processes (Career): Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement.

Nimble Learning (Core): Actively learning through experimentation when tackling new problems, using both success and
failures as learning fodder.

Communicates Effectively (Core): Developing and delivering multi-mode communications that *convey* a clear understanding of the unique needs of different audiences

CAREER LEVEL DIMENSIONS

Functional Knowledge
Requires intermediate knowledge and understanding of principles and skills necessary to perform in profession or particular area of specialization
Requires core understanding of organizational technologies and practices

Problem Solving and Complexity
Requires the ability to apply sound judgment and apply experienced analysis techniques within area of specialization to make decisions
Decision-making authority is limited to functional area
Sets priorities and/or sequence of tasks to achieve objectives with some oversight

Autonomy and Decision-Making
Requires the ability to identify and resolve moderately complex problems/issues/assignment
Requires core problem-solving skills and techniques

Scope and Impact
Duties and responsibilities have scope and impact that extend beyond the functional area

Leadership and Influence
Influence is limited to functional area and uniUteam
Often provides guidance and support to junior-level peers

The Role Descriptor represents a summary of the types of duties and responsibilities required for a given job title and career title within a Job Function and Job Family. The Role Descriptor shall not be construed as a declaration of specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in a Role Descriptor. The university reserves the right to make changes to any Role Descriptors.

The Essential and Marginal Functions Worksheet should be created for each individual and maintained at the department level.