

Job Description

Position Title: Student Services Specialist 1

Job Family: Student Services

Job Level: Support & Service - Intermediate

FLSA Status: Non-Exempt

Salary Grade: 02

Position Summary:

The Student Services Specialist 1 provides a full range of student services support, including assisting students in navigating college systems, data entry and management, and registration and eligibility. Facilitates new student orientation and maintains and updates student academic records. Administers assessments and progress testing and guides students through the enrollment process. Works with Division Teams to advise students in multiple areas of College programs and processes.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Facilitates students with admissions, course registration, and assessment and testing processes. Assists students with verification, residency, and transcript submission.
2. Monitors and answers to student inquiries using online services, email, and phone.
3. Provides advising services regarding policies, procedures, and processes pertaining to multiple functional areas of enrollment processes. Provides guidance on admissions, academic advising, and financial aid support.
4. Navigates students through the Pima platforms, including MyPima, MyDegreePlan, and the Pima website. Teaches and assists students to navigate the student portal, use of online student service processes, and application for financial aid and scholarships.
5. Trains, assists, and mentors incoming Student Ambassadors, Enrollment Technicians, Enrollment Specialists, Enrollment Advisors, and Program Advisors in the Enrollment process.
6. Acts as liaison between College programs and County caseworkers in workforce development programs.
7. Resolves student service complaints and concerns and responds to a variety of general inquiries and requests.
8. Organizes transfer fairs, career fairs, and additional projects or activities. Facilitates student workshops.
9. Implements department operational procedures, forms, and processes in coordination with the District Office specifications and other campus departments.
10. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of administrative procedures and practices.
2. Knowledge of internal and external customer service principles and practices.
3. Skill in effective communication (both written and oral).
4. Skill in performing a variety of duties, often changing from one task to another of a different nature.
5. Skill in positive, productive, and flexible customer service.
6. Skill in analyzing data and drawing conclusions.
7. Ability to apply effective and accurate data entry and typing skills.
8. Ability to develop and maintain effective and positive working relationships.
9. Ability to operate relevant equipment required to complete assigned responsibilities for the position.

Supervision:

- Not responsible for supervising the work of others.

Independence of Action:

- Work progress is monitored by supervisor/manager; employee follows precedents and procedures, may set priorities and organize work within general guidelines established by supervisor/manager.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Student Success: Allows the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- High school diploma or GED required.
- Up to One (1) year of related student or customer service experience required.
- One (1) to three (3) years of related experience may be preferred.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, transport, and/or position objects of light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Some evening or weekend work hours
- Pre-employment Background Check Required
- DMV Check/Current and Valid AZ Driver's License