

Classification Specification: Sr. Student Service Counselor

Classification Number: 69752 Pay Grade: 26
Effective Date: 04/13/2016 Current Exemption Status: Nonexempt

Position Summary

Performs highly specialized clerical tasks relating to the interpretation and processing of student data/information (e.g transfer evaluation, admissions etc). Provides information and support to other areas of the office and other offices across campus, including college advising offices. Updates programs/systems based on program/data modification. Test changes made to the program/system. Processes exceptions and/or modifications. Provides counseling, guidance, referrals, assistance and information to University students, parents, staff and other University offices.

Essential/Primary Duties

- Researches and analyzes conflicting and/or missing data/information. Collects information and updates changes to program/system based on modifications to programs/data. Interprets and evaluates student data/information and processes exceptions and/or modifications to program data/information as necessary.
- Provides counsel, assistance, referrals and guidance to prospective students, enrolled students, veterans, parents, University staff or other interested third parties on procedures for various matters that may impact the inquiring party, including housing, applications, transcripts, thesis requirements, financial aid and other issues.
- Loads, coordinates, maintains and may evaluate records, procedures and other documentation. May process financial or other transactions.
- May coordinate workflow and activities of student workers and temporary staff in office. May supervise student workers and approve time.
- May coordinate with Disability Services for special needs.
- May provide telephone and other general office support, including screening calls, scheduling meetings and processing forms. May represent department at various University events.

Experience and Education

Experience

- Six months to one year related experience required; must include progressive administrative experience

Education

- High school diploma or GED required

Physical Requirements

Office or other indoor work: with minimal physical demands such as occasionally lifting/moving materials less than 25 pounds.

Working Conditions

Work is generally performed in a well lit, temperature-controlled indoor environment with occasional exposure to the outdoors and/or any number of elements.

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Essential Competencies

- Knowledge of basic mathematical skills
- Knowledge of basic reading skills
- Ability to carry out verbal and/or written instructions
- Ability to effectively communicate, verbally and written
- Detailed-oriented and highly accurate
- Ability to work in changing environment
- Ability to work effectively in a team environment
- Ability to interact effectively with students, faculty and/or staff or the public and represent BGSU appropriately
- Knowledge of computer skills, such as MS Office, presentations, spreadsheets and/or database entry/query
- Ability to query, run reports and modify data in financial systems
- Ability to access and maintain document imaging systems, including scanning and filing documents
- Ability to operate computers and peripheral equipment such as printers
- Ability to draft office correspondence

Supervisory Responsibility

Full-Time

None

Part-Time

None

Providing Direction

Full-Time

None

Part-Time

Temporary staff

Responsibility for Student Workers

Provides work direction and may select, hire, schedule and provide formal feedback.