

Classification Specification: Student Service Counselor

Classification Number: 69751 Pay Grade:
Effective Date: September 27, 2013 Current Exemption Status: Nonexempt

Position Summary

Provides counseling, guidance, referrals, assistance and information to University students, parents, staff and other University offices in response to requests and inquiries. Performs research and maintains general and financial records. May serve as lead or primary processor for certain services.

Essential/Primary Duties

- 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.
- Coordinates workflow and activities of student workers and temporary staff in office.
- May coordinate with Disability Services for special needs.
- Provides 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 related experience required

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.