

M&P OCCUPATIONAL GUIDELINE

JOB FAMILY: STUDENT MANAGEMENT Level A, Pay Grade 5

LEVEL DEFINITION	This level covers positions responsible for providing academic and non-academic advice and guidance for a number of programs or coordinating a number of programs in a specific area.
TYPICAL RESPONSIBILITIES	May include: advising students across areas such as admissions, course selection, transfer credits, housing, degree completion, support services, tuition, financial assistance, scholarships, awards, job search, study abroad, etc; assessing whether courses selected are appropriate for students' career or academic goals, approves course selection; adjudicating student records, internal transfers, readmission and appeals; assessing academic progress to determine academic year standing and promotion, including eligibility for graduation; coordinating administrative or operational services and/or programs including: recruitment, orientation, professional development and training; assisting in the development of program assessment and evaluation tools; coordinating placements and practica with employers and community partners; facilitating recruitment and outreach events, workshops and training sessions.
DECISION MAKING /LEVEL OF ACCOUNTABILITY	<p>Problems are mostly related to the program and/or service, and can typically be resolved by applying the appropriate university guidelines, policies, and procedures.</p> <p>Resolves general issues, and escalates/refers more complex issues to senior staff or may resolve them in collaboration with others. Exercises judgment and initiative to analyze facts and select the best known solution.</p> <p>Accountability for the accuracy and reliability of the work.</p>
SUPERVISION RECEIVED	<p>Works independently under general direction.</p> <p>Work is reviewed in terms of effectiveness of services provided and conformity with University policies and guidelines.</p>

SUPERVISION EXERCISED	May manage students or support staff.
LEVEL OF COMMUNICATION	<p>Asks probing questions and ensures understanding of policies and procedures.</p> <p>Communication often requires adjusting communication style to different audiences, tailoring comments and advice to individual circumstances, and exercising tact to ascertain and discuss issues and deal with difficult interactions.</p> <p>Establishes and maintains relationships in seeking and sharing information and opinions.</p> <p>Explains context of situations, asks questions with follow-ups, or solicits advice from peers or experts in unusual circumstances.</p>
KNOWLEDGE	<p>Knowledge is concentrated on a number of programs or services, typically in a department.</p> <p>Specialized knowledge of a specific discipline or subject matter as it relates to the area(s) of focus and directly related university policies, processes, and systems which are generally well defined.</p>
MINIMUM QUALIFICATIONS	<p>Undergraduate degree in a relevant discipline.</p> <p>Minimum of one to two years of related experience, or an equivalent combination of education and experience.</p>

Updated: July 1, 2018