

Job Family	Student Services	Job Summary	Involves a wide range of student services duties and responsibilities for an academic department / school / college or organization. Provides assistance to the dean / chair, faculty, and students in academic advising, recruitment, admissions, financial aid, visa / immigration matters, the evaluation and awarding of fellowships and block grant funds, student orientation and events, career counseling, and related programs.		
Job Function	Student Services Advising				
Category	Professional				

Job Level	Entry	Intermediate	Experienced	Advanced	Expert
Job Title	Student Services Advisor 1	Student Services Advisor 2	Student Services Advisor 3	Student Services Advisor 4	
Job Code	4573	4574	4575	4576	
Tracking Code	A0719	A0712	A0718	A0717	
Per. Program	PSS	PSS	PSS	PSS	MSP
FLSA	Non-Exempt	Non-Exempt	Exempt	Exempt	Exempt
Generic Scope	Entry-level professional with limited prior experience; learns to use professional concepts to resolve problems of limited scope and complexity; works on assignments that are initially routine in nature, requiring limited judgment and decision making. Employees at this level are expected to acquire the skills and knowledge to perform more advanced work following an agreed upon time in position, through defined training and development planning.	Professional who applies acquired job skills, policies, and procedures to complete substantive assignments / projects / tasks of moderate scope and complexity; exercises judgment within defined guidelines and practices to determine appropriate action.	Experienced professional who knows how to apply theory and put it into practice with in-depth understanding of the professional field; independently performs the full range of responsibilities within the function; possesses broad job knowledge; analyzes problems / issues of diverse scope and determines solutions.	Technical leader with a high degree of knowledge in the overall field and recognized expertise in specific areas; problem-solving frequently requires analysis of unique issues / problems without precedent and / or structure. May manage programs that include formulating strategies and administering policies, processes, and resources; functions with a high degree of autonomy.	Recognized organization-wide expert. Has significant impact and influence on organizational policy and program development. Regularly leads projects of critical importance to the organization; these projects carry substantial consequences of success or failure. Directs programs with organization-wide impact (or may have impact beyond the University) that include formulating strategies and administering policies, processes, and resources. Significant barriers to entry exist at this level.
Custom Scope	Applies professional student services concepts, policies and procedures in the completion of Student Services assignments that are of limited scope and impact. Receives instructions on most work assignments, and regularly consults with Student Services specialists in the course of completing increasingly complex assignments. Follows standard practices and procedures in analyzing Student Services situations or data from which answers can be readily obtained. Exercises some judgment within defined procedures and policies to determine appropriate action.	Applies professional student services concepts. Provides varied student services to students, faculty, and department / school / college management. Works on moderately complex issues. Receives assistance on more complex issues.	Using skills as a seasoned, experienced student services professional, provides the full range of student services within an organization such as an academic department, school, or college. Independently advises students and resolves student services-related issues on the full range of academic issues inherent within the organization. Advises faculty and management on a variety of student issues. Works with the department's / school's / college's management to recommend changes to policies, practices, and procedures. Guidance on issues requiring in-depth knowledge of specialized programs is provided by offices specializing in those fields, e.g., the financial aid office,	Applying advanced, specialized student services expertise, advises department / college / school or Graduate Division management, faculty, and students on the most complex student issues; and / or has programmatic responsibility for a complex student affairs function that usually has a discrete budget or budgets, has impact beyond the unit, and involves establishing strategic goals. Is expected to identify systemic problems and issues, and propose solutions to management.	

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			graduate division, or student learning center, OR by the chair / dean and faculty of the department / school / college. May administer funds for student programs.		
Key Resp 01	Under close supervision of higher-level professional: Provides straightforward information about department major requirements.	Applies professional student services concepts in providing a variety of student services to the student population served by the organization, and to faculty and management within that organization.	Applying professional student services concepts, provides the full range of student services to student population served by the organization.	Applying advanced student services concepts, provides the most complex student services to the organization's management, faculty and students.	
Key Resp 02	Assists higher level professionals in preparing admissions materials for review.	Academic Advising: Provides advice and assistance to students on academic and degree progress and major requirements; assists students in determining a major, alternative academic options, resolve scheduling conflicts, and similar issues.	Academic Advising: Advises faculty on departmental / school / college and university policies and procedures; reviews students' progress and advises students and faculty on requirements for degree / program completion; identifies students with progression problems and recommends interventions; devises curriculum planning in collaboration with chair / dean and faculty, and with other departments.	Academic Advising: Identifies and refers for resolution intricate student issues / grievances such as alleged discrimination, complex grade dispute issues, and students' personal crises; recommends petition exceptions that affect the requirements of multiple departments; facilitates new course approval through interaction with the Coordination of College Policy, Academic Senate, or similar organization.	
Key Resp 03	Assists in preparing recruitment materials.	Recruitment and Admissions: Implements outreach programs with specifically targeted institutions; advises prospective applicants on necessary academic preparation; appropriateness of program as it pertains to the prospective applicant's goals; reviews domestic transcripts for degree eligibility; initiates and arranges student recruitment visits.	Recruitment and Admissions: Plans and implements outreach programs with specifically targeted institutions; advises prospective applicants on necessary academic preparation; appropriateness of program as it pertains to the prospective applicant's goals; utilizing in-depth knowledge of the organization's admissions criteria, helps rank applicants for admissions; evaluates domestic and international transcripts for degree eligibility; initiates and arranges student recruitment visits.	Recruitment and Admissions: Advises department / school / college on outreach strategies, and helps identify targeted institutions to meet organization's goals; coordinates, reviews and advises chair / dean and faculty on transferability and applicability of non-UC courses.	
Key Resp 04	Assists in preparing financial aid materials.	Financial Aid: Participates in the processing, evaluation, and awarding of	Financial Aid: Oversees the administration, evaluation, and	Financial Aid: Recommends resolution of extremely sensitive, specialized, and /	

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		student fellowships, grants, and other awards; advises students on financial aid options.	awarding of student fellowships, grants, scholarships, and other awards; advises students on financial aid options of the organization and extra-mural fellowship opportunities; oversees processes for equitable assignment of Graduate Student Instructors (GSIs) and coordinates GSI assignments each term.	or complex financial aid issues; and / or administers departments / schools / colleges block grants and restricted funds.	
Key Resp 05	Enters student data into department / school / college student systems.	Student Conduct: Provides information to students and faculty regarding organization policies and procedures on student conduct.	Student Conduct: Responsible for interpreting organization policies and advising students and faculty on student conduct, student grievances, disputes, and issues regarding discrimination.	Within an academic department / school / college, provides and makes recommendations for the improvement of Department / School / College Policies. Advises chairs / deans on the formulation of department / school / college policy on areas needing clarification and identifying solutions; analyzes the consequences of organization's academic policies: recommends new or changed policies; and recommends solutions to organization's problems without precedent.	
Key Resp 06		Student Orientation: Conducts orientations of new students.	Student Orientation: Oversees and may conduct orientations of new students.	Advises organization's management on available funds for entering students based upon special funding from all sources.	
Key Resp 07		Career Counseling: Advises department / college / school students on resume preparation and interviewing.	Career Counseling: Advises department / college / school students on the job market process, and the standards and norms specific to the student's field of study; advises on summer internship programs; develops and maintains network of departments and regional firms interested in hiring summer students.	Career Counseling: Advises department / college / school management regarding enhancement of the organization's strategic plan for career counseling and placement services.	
Key Resp 08		Events: Coordinates and implements non-complex student events and assists in the planning and implementation of	Events: Plans and implements complex, high-visibility student events, such as commencements.	Utilizing an in-depth knowledge of the field, counsels students on post-degree employment opportunities and	

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		complex events.		practices.	
Key Resp 09		Assists in organizing job fairs.	Organizes job fairs.	Participates in professional student services committees that develop policies / procedures with nationwide impact.	
Key Resp 10		Provides basic information about moderately complex student immigration and visa processes to international students and scholars. Assists with preparation of student immigration and visa files.	Provides advice and assistance to students and scholars regarding complex U.S. visa and immigration procedures, compliance issues, and employment eligibility / authorization. Coordinates and implements programs and workshops to support and retain international students / scholars. Makes referrals to off campus and community resources.	Advises students / scholars on highly complex visa and immigration policies and procedures. Interprets UC and government regulatory requirements that affect immigrant and non-immigrant students. Develops programs and workshops to meet specific needs of international students and scholars.	
Key Resp 11		Refers students to the Career Center.	May supervise staff.	May supervise staff.	
Key Resp 12			Plans, designs, and provides workshops for students, such as information about the organization, or academic strategies and enrichment programs.		
Key Resp 13			Develops and enhances an alumni recruitment network.		
Key Resp 14			Identifies and cultivates potential employers.		
Key Resp 15					
Education 1	Bachelor's degree in related area and / or equivalent experience / training.	Bachelor's degree in related area and / or equivalent experience / training.	Bachelor's degree in related area and / or equivalent experience / training.	Bachelor's degree in related area and / or equivalent experience / training.	
Education 2					
Education 3					
Education 4					
License 1					
License 2					
License 3					
License 4					
Cert 1					

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Cert 2					
Cert 3					
Cert 4					
Spec Cond 1					
Spec Cond 2					
Spec Cond 3					
Spec Cond 4					
KSA 01	Basic knowledge and experience working with a diverse student population.	Knowledge of advising and counseling techniques.	Working knowledge of advising and counseling techniques.	Advanced knowledge of advising and counseling techniques.	
KSA 02	Basic knowledge of UC and the department / school / college.	Knowledge of University-specific computer application programs and pertinent databases.	Knowledge of University-specific computer application programs and knowledge of University and departmental principles and procedures involved in risk assessment and evaluating risks as to likelihood and consequences.	Knowledge of University-specific computer application programs and knowledge of University and departmental principles and procedures involved in risk assessment and evaluating risks as to likelihood and consequences.	
KSA 03	Ability to communicate effectively orally and in writing.	Ability to multi-task; verbal and written communication skills.	Solid verbal and written communication skills.	Advanced verbal and written communication skills.	
KSA 04	Interpersonal skills.	Interpersonal skills.	Interpersonal skills.	Interpersonal skills.	
KSA 05	Multicultural competencies; ability to work with diverse populations.	Multicultural competencies; ability to work with diverse populations.	Multicultural competencies; ability to work with diverse populations.	Multicultural competencies; ability to work with diverse populations.	
KSA 06		Basic knowledge of student immigration and visa processes pertaining to international students and scholars.	Knowledge of complex U.S. visa and immigration procedures, compliance issues, and employment eligibility / authorization for international students and scholars.	Advanced knowledge of complex visa and immigration policies, procedures and regulatory requirements for international students and scholars.	
KSA 07		Ability in problem identification and reasoning.	Ability in problem identification and reasoning; ability to develop original ideas to solve problems.	Ability in problem identification and reasoning; ability to develop original ideas to solve problems, persuasion, leadership.	
KSA 08		Skills in service orientation, organization, active listening, and critical thinking.	Skills in judgment and decision-making, problem solving, identifying measures of system performance and the actions to improve performance.	Skills in monitoring / assessing people, processes or services, to make improvements.	
KSA 09		Knowledge of University processes and		In-depth knowledge of the field's post-	

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		procedures.		degree employment opportunities and practices.	
KSA 10		Understanding of University rules and regulations.		Skills in project management, social perceptiveness to be aware of others' reactions and understanding why they react as they do.	
KSA 11					
KSA 12					
KSA 13					
KSA 14					
KSA 15					
Environment	Campus, medical center or other university setting and various external venues.	Campus, medical center or other university setting and various external venues.	Campus, medical center or other university setting and various external venues.	Campus, medical center or other university setting and various external venues.	
Career Path 1	Student Services Advisor 2	Student Services Advisor 3	Student Services Advisor 4	Student Services Mgr 1	
Career Path 2			Student Services Supv 2		
Career Path 3					
Career Path 4					
Career Path 5					
Career Path 6					