

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	Supervisory & <b>Management</b>		

Job Level	Manager 1	Manager 2	Manager 3	Manager 4
Job Title	Student Srvs Manager 1	Student Srvs Manager 2	Student Srvs Manager 3	Student Srvs Manager 4
Job Code	0322	0323	0324	0325
Tracking Code	A0714	A0711	A0715	A0716
Per. Program	MSP	MSP	MSP	MSP
FLSA	Exempt	Exempt	Exempt	Exempt
Generic Scope	Spends the majority of time (50% or more) achieving organizational objectives through the coordinated achievements of subordinate staff. Establishes departmental goals and objectives, functions with autonomy. Manages the accountability and stewardship of human, financial, and often physical resources in compliance with departmental and organizational goals and objectives. Ensures subordinate supervisors and professionals adhere to defined internal controls. Manages systems and procedures to protect departmental assets.	Oversees through subordinate managers a large department or multiple smaller units, OR manages a highly specialized technical function / team. Has significant responsibility to achieve broadly stated goals through subordinate managers. Determines objectives, directs programs, develops strategies and policies, manages human, financial, and physical resources, and functions with a high degree of autonomy. Proactively assesses risk to establish systems and procedures to protect organizational assets. Determines strategies for a program with organization-wide impact.	Oversees through subordinate managers one or more large, complex departments or business units with multiple functional disciplines / occupations, OR manages a program, regardless of size, that has critical impact upon the organization as a whole, such as most or all of a campus, medical center, UCOP or the UC System. Has significant responsibility for formulating and administering policies and programs, manages significant human, financial, and physical resources, and functions with a very high degree of autonomy. Oversees through subordinate managers the accountability and stewardship of department resources and the development of systems and procedures to protect organizational assets.	Directs through subordinate managers multiple large and complex critical programs impacting broad constituencies across major portions of the organization. Identifies objectives, manages very significant human, financial, and physical resources, and functions with an extremely high degree of autonomy. Accountable for formulating and administering policies and programs for major functions. Operational or program results can affect overall organization-wide performance and reputation. Directs through subordinate managers the development of strategic goals and objectives to achieve accountability and stewardship of university resources in a manner consistent with systemwide objectives and initiatives.
Custom Scope	Manages a centralized student services unit or a group of student services advisors in a department, school, or college. Formulates policies and procedures for the student services program. Develops the long term organizational goals of the unit. Manages the financial and human resources for the program.	Manages several centralized student services functions. Develops the long term organizational goals of the organizations. Directs subordinate supervisors and / or managers. Has organization-wide impact for a variety of functions in student recruitment, admissions, career counseling, graduate advising, and / or financial aid.	Provides conceptual and administrative leadership related to academic policies and programs affecting undergraduate students. Advises the Leadership of Student Affairs and the senior leadership of the organization on student fees, policy development regarding students, and implementation strategies.	Serves as chief executive of Admissions and Enrollment, which includes major student services departments, such as the Office of Undergraduate Admissions; the Office of Financial Aid; and the Center for Academic Preparation. Sets long-term goals and objectives, and formulates strategies. Directs subordinate managers. Advises senior leadership of the organization, and other senior managers on matters involving student services programs.
Key Resp 01	Manages student services programs.	Develops and oversees a variety of student services programs.	Oversees the management of operations and provides leadership and coaching to subordinate managers and / or supervisors. Provides leadership for integration and collaboration as appropriate for distinct Student Services activities.	Provides strategic direction to subordinate managers on a variety of student services programs and policies.
Key Resp 02	Provides direction to professional student services	Provides direction to subordinate managers and /	Determines and establishes organizational	Promotes the admissions and outreach programs

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	advisors on the more complex issues encountered.	or supervisors.	structures and supervisory relationships.	of UC by cultivating relationships with prominent state and national figures to influence public policy.
Key Resp 03	Plans, develops, and administers the student services budget for the organization.	Responsible for developing and implementing budgets for managed functions.	Provides oversight, direction and approval of budgets for Student Services programs.	Provides organization leadership and guidance in admissions and outreach through participation on prominent organization boards and committees comprised of faculty and senior organization managers.
Key Resp 04	Makes decisions on performance, salary actions, hiring decisions and other human resources related issues of managed staff.	Makes decisions on performance, salary actions, hiring decisions and other human resources related issues of managed staff.	Makes decisions on performance, salary actions, hiring, and other human resources related issues of managed staff.	Directs subordinate managers in the design, execution, and evaluation of innovative outreach and admissions programs.
Key Resp 05	Recognizes issues that have organization impact or future implications and advises employees accordingly.	Determines the long and short term goals and objectives of the organizations.	Participates with other higher-level managers to establish organization strategic plans and objectives affecting major portions of the Student Services programs of the organization.	Provides leadership to a diverse constituency of faculty, organization senior managers, OP, the Regents, and the state legislature.
Key Resp 06	Evaluates the effectiveness of the student services function, and makes changes to the program to provide better service to organizational management, faculty, and students.	Advises other academic and program managers on student issues and needs related to their programs.	Plans, designs, influences, and implements organization-wide processes.	
Key Resp 07	Represents the student services unit to the organization community and relevant external constituencies.			
Key Resp 08	Decides which resources will be committed to goals and objectives and how they will be allocated.			
Key Resp 09				
Key Resp 10				
Key Resp 11				
Key Resp 12				
Key Resp 13				
Key Resp 14				
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.	Advanced degree in related area and / or equivalent experience / training.	Advanced degree in related area and / or equivalent experience / training.
Education 2				
Education 3				
Education 4				

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License 1				
License 2				
License 3				
License 4				
Cert 1				
Cert 2				
Cert 3				
Cert 4				
Spec Cond 1				
Spec Cond 2				
Spec Cond 3				
Spec Cond 4				
KSA 01	Advanced knowledge of advising and counseling techniques.	Advanced knowledge of advising and counseling techniques.	Comprehensive understanding of academic programs, processes, and operations in a large public research university.	Strong leadership and management skills.
KSA 02	Knowledge of common 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 common 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.	Advanced knowledge of Academic Senate regulations, including student registration, course enrollments, classroom use, recording of grades, and maintenance of student records.	Ability to develop and lead innovative outreach and admissions programs.
KSA 03	Skills in monitoring / assessing people, processes or services, to make improvements.	Skills in monitoring / assessing people, processes or services, to make improvements.	Advanced knowledge of Federal and California laws pertaining to the privacy rights of students and access to student information.	Experience in leading successful change efforts, including continuous improvement initiatives.
KSA 04	Skills in project management, social perceptiveness to be aware of others' reactions and understanding why they react as they do.	Skills in project management, social perceptiveness to be aware of others' reactions and understanding why they react as they do.	Advanced knowledge of information systems technology, including electronic processing, electronic storage and retrieval of data, instructional technology to support classroom activities, and e-learning platforms.	Knowledge of national trends in outreach and admissions.
KSA 05	Ability in problem identification, reasoning.	Ability in problem identification, reasoning, ability to develop original ideas to solve problems, persuade others, and lead.		Ability to direct complex financial, human, and management information system resources.
KSA 06	Ability to develop original ideas to solve problems, persuade others, and lead.			Knowledge of the faculty governance process.
KSA 07				Ability to build consensus and credibility with all constituents.
KSA 08				

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KSA 09				
KSA 10				
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 Srvs Mgr 2	Student Services Mgr 3	Student Srvs Mgr 4	Career Path open
Career Path 2				
Career Path 3				
Career Path 4				
Career Path 5				
Career Path 6				