



USC University of
Southern California

Student Services Advisor I Job Description

JOB INFORMATION

Job Code:	137519
Job Title:	Student Services Advisor I
FLSA Status:	Non-Exempt
Supervisory:	May oversee student, temporary and/or casual workers.; Supervises volunteers.
Job Family:	Student Services
Job Family Group:	Student Support Services
Management Level:	7 Individual Contributor

JOB SUMMARY

Counsels and/or provides undergraduate and/or graduate students with a range of services covering admissions, financial aid, academic counseling and advisement, graduation counseling and clearance, records and registration, placement and career services, and student programs. Coordinates delivery of services with appropriate university offices. Position is affiliated with a major academic program, academic department, school or college.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Master's degree	

Additional Education

Check here if experience may substitute for some of the above education.

X Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		1 year	
	X	2 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Student program or services experience.
	X	Knowledge of USC student and academic programs, policies and procedures and knowledge of the student information system.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Assists in the planning and execution of recruitment strategies and programs for a major academic program, department, school or college. Represents same at university recruiting events. Coordinates recruitment activities with the university admissions office. Researches demographics, plans outreach programs and events, mail campaigns, school visits, receptions and college fairs. Cultivates network of teachers and counselors at high schools and community colleges. Enlists faculty support in recruitment efforts.				
Counsels or advises prospective students and families on admissions, financial aid, housing and academic requirements. Intervenes with university central student services as necessary to connect prospective students with the right staff member or department in order to facilitate the application process. Provides initial evaluation of admissions and financial aid applications.				
Counsels students and parents on matters concerning financial aid packages. Evaluates student situations and requests regarding financial aid awards and takes appropriate action. Identifies and recommends scholarship recipients based on eligibility requirements. Monitors local financial aid budget and scholarship awards. Recommends teaching and research assistant appointments, matching abilities and background to assignments.				
Provides academic counseling for undergraduate and/or graduate students. Advises on matters of curriculum, course and degree requirements, transfer credit evaluation, and graduation counseling and clearance. Monitors student progress in honors and probation programs.				
Evaluates student problems, academic, administrative or personal, and refers student to appropriate student services office for additional counseling. Liaises with other offices on behalf of students to facilitate problem resolution.				
Provides career information and limited placement services for students and alumni. Coordinates internships and cultivates job and career opportunities with employers. Plans career events. Maintains employer directories and career resource information.				
Maintains academic unit student records and coordinates registration activities, grading, degree progress, enrollment and degree verification, and transcripts with the USC Office of Academic Records and Registrar. Assists with Petition applications, resumes and letters of recommendation. Interfaces with faculty, administrators and students regarding grading policies, academic progress and student promotability.				
Plans and coordinates student events including commencement, orientation, receptions, and award ceremonies. Contracts with vendors for services and attends and oversees events to ensure arrangements are handled as planned.				
Serves as advisor to student groups and organizations. Assists in planning and administering special programs such as faculty advisor programs, peer tutorial or advisor groups, and honors groups.				
Assists in the preparation or update of bulletins, newsletters, handbooks, guides, fact sheets and brochures. May coordinate production of materials by outside vendors.				
Participates in committees at the department, school, college or university level which deal in student services issues. Provides administrative support for local committees and works on committee-assigned projects.				
Provides administrative support to faculty and academic committees by coordinating textbook orders, class and exam schedules, curricula changes and new course approvals, and changes to the university catalog and school bulletin.				
Maintains currency on policies, procedures and regulations pertaining to admissions, financial aid, registration, transfer credit evaluation, course and degree requirements, graduation requirements, petitions and other student services.				
Maintains and compiles statistical data. Prepares reports for internal and external use.				
Gathers financial data and assists in budget development. Assists in the writing of grant proposals and solicits donors as appropriate. Monitors expenses and authorizes expenditures.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.