



**USC** University of  
Southern California

## Student Services Advisor III Job Description

### JOB INFORMATION

Job Code:	137524
Job Title:	Student Services Advisor III
FLSA Status:	Exempt
Supervisory:	Leads one or more employees performing similar work.; Supervises volunteers.
Job Family:	Student Services
Job Family Group:	Student Support Services
Management Level:	7 Individual Contributor

### JOB SUMMARY

Serves as a lead support for departmental staff in programming and providing counseling and/or student services for prospective, undergraduate and/or graduate students, covering one or more key areas (e.g., 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		Or
	X	Doctorate		

#### 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		5 years		
	X	7 years		

#### Additional Work Experience

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

X Combined experience/education as substitute for minimum work experience

#### Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Directly related experience in leading the delivery of student services.

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
	X	Proven ability with assessment and analysis, budget control and development, conceptualization and design, conflict resolution, counseling, creative writing and editing, curriculum development, and interpretation of policies.
	X	Efficient communication skills and the ability to conduct interviews.
	X	Understanding of applicable laws, policies and principles.
	X	Proven leadership ability and the ability to network, organize and plan.
	X	Experience with problem identification and resolution project management, public speaking, scheduling, statistical analysis and teaching and training.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Provides guidance and supervision for student services advisors, student workers, volunteers, and/or graduate assistants, in providing counseling and/or student services. Plans, develops or modifies, implements, communicates and evaluates program services, activities and special events accordingly to ensure efficacy and understanding.				
Interfaces with faculty, administrators and students regarding grading policies, academic progress and student promotability. Oversees the maintenance of student records and coordination of 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. Maintains and compiles statistical data and prepares reports for internal and external use as required. Designs and conducts program-focused training for staff and assesses proficiency or readiness of trainees. Stays current on policies, procedures and regulations pertaining to admissions, financial aid, registration, transfer credit evaluation, course and degree requirements, petitions and other student services. Leads development and implementation of program policies and procedures.				
Participates in the development of internal and external public relations strategies to promote programs, services, and events. Leads the planning of student events including commencement, orientation, career fair, receptions and award ceremonies. Oversees events to ensure arrangements are handled as planned. Cultivates job and career opportunities with employers. Supervises the preparation, dissemination or updates of bulletins, newsletters, handbooks, guides, fact sheets brochures and online content related to student services. Provides input for or develops program budget(s). Monitors expenditures for adherence to budget guidelines and analyzes for cost effectiveness. May approve expenditures for specific program areas.				
Counsels or advises prospective students and families on one or more key areas including admissions, financial aid, housing and academic requirements. Counsels current students and parents on matters concerning financial aid packages and provides academic counseling for undergraduate and/or graduate students. 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.				
Maintains professional currency through participation in associations, committees, workshops and other means of networking, as well as interfaces with faculty, administrators, students, staff, parents, community groups, agency representatives, donors, counterparts in other organizations, and others with a connection to the program. Represents university and/or unit, as assigned or appropriate. Serves as advisor to student groups and organizations. Participates in committees at the department school college or university level which deal with student service issues. Provides technology support for faculty and staff; assesses needs; coordinates acquisitions and training; supports computer systems; advises faculty on program matters, instructional and research applications, and initiates additions to services. Makes formal presentations as required.				

## 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: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<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: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			

## 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.