



JOB INFORMATION

<i>Job Code:</i>	137517
<i>Job Title:</i>	Student Services Assistant
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May oversee student, temporary and/or resource workers.
<i>Job Family:</i>	Student Services
<i>Job Family Group:</i>	Student Support Services
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Assists in the delivery and coordination of student services and activities. Provides administrative functions in support of a school, academic department, or program. Assists in counseling and advisement of students.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Related undergraduate study	
	X	Bachelor's degree	

Additional Education

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

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		1 year	
	X	3 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

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Administrative and/or academic support services

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Assists in general academic advisement functions. Responds to questions from faculty, students, staff or outside external sources regarding policies and procedures governing such areas as: registration, course scheduling and availability, degree checks, transcripts, diplomas, academic status, petitions, admissions or financial aid. Describes complex options; refers decisions to senior staff.				
Reviews incoming documents, makes preliminary assessments of student problems and issues and makes recommendations. Screens applicants for admission to program, department or school. Refers more complex cases to senior staff.				
Organizes, schedules and coordinates activities such as student receptions, recruitment, orientations and special events. Disseminates event announcements and information. Facilitates logistics and arranges for special services and refreshments as needed. Assists in development of promotional material. Represents program, department or school at events activities or recruitment receptions on an as needed basis.				
Reviews and maintains student records, inputs data, and generates letters and/or lists utilizing the student database. Verifies student information as requested.				
Provides administrative support for academic unit. Schedules classes and coordinates room assignments. Monitors class enrollment; processes student petitions; coordinates degree progress, enrollment and degree verification, and transcripts; schedules part-time lecturers; maintains waiting lists for classes; monitors grade sheets and posts grades. Assists with resumes and letters of recommendation. Places book orders and prepares syllabi.				
Acts as staff support to academic committees; takes notes and records minutes. Functions as liaison between academic unit and university offices. Schedules, coordinates, monitors and proctors exams.				
Assists in gathering information/data in support of reporting requirements. Prepares reports for internal and external use.				
Assists in the development and implementation of various department student programs, services and activities, i.e., disseminating information, assisting in outreach and fundraising, and participating in the development of publications, newsletters, bulletins, fact sheets and promotional materials.				
Prepares written replies to inquiries. Applies policies and pertinent laws in releasing confidential information.				
Maintains currency on university policies, procedures and regulations affecting applicable area(s).				
Participates in special assignments or short-term projects as needed.				

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.