JOB DESCRIPTION
The UNIVERSITY of OKLAHOMA

Student Services Specialist Senior

Job Code: 7384

Salary Grade: S07

FLSA Status: Non-Exempt

The following statements are designed to outline the general functions and typical responsibility levels associated with positions in this classification. They are not intended to serve as an exhaustive list of specific duties or requirements for individual positions assigned to this classification.

Job Responsibilities

Organizes and coordinates clerical functions following established procedures. May supervise designated employees.

- Responsible for organizing and coordinating specialized clerical functions.
- Coordinates departmental personnel and payroll issues.
- Controls delegated budgetary expenses.
- Reviews and updates office procedures for a more efficient operation.
- Assists students and provides information.
- Handles complaints for internal and external customers.
- Reviews billing from contractors and vendors, making adjustments.
- Establishes and maintains filing systems including confidential documents.
- Handles cash accounts, credit cards and administrative billing.
- Performs various duties as needed to successfully fulfill the function of the position.
- May select, train, and evaluate performance of assigned staff. May prepare staff schedules and track time worked.

Minimum Requirements

Education:

Required: High School Diploma or GED and some College.

Experience:

Required: 18 months experience in office supervision/management or student services.

Required Certifications or Licenses:

- None

Verification of education and licensure (if applicable) will be required if selected for hire.

Knowledge, Skills, and Abilities

- Ability to communicate verbally and in writing.
- Ability to accurately read and understand written materials and instructions
- Proficient navigating and maintaining databases
- Detail oriented for accuracy of data and information
- Ability to produce reports and complete work within deadlines
- Ability to communicate well and build rapport with students, faculty and staff

Working Conditions

Physical:
Sit for long periods of time. Ability to engage in repetitive motions. May be required to bend, lift, stoop, and carry.

Environmental:
Standard office environment. Regular pressure to meet productivity standards.

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