University Student Services Assistant IV (0871)

**Basic Purpose/Job Function:** Serves as lead supervisor for designated employees and organizing and coordinating clerical and secretarial functions following established procedures.

**Examples of Titles Replaced:** Curriculum Advisor, Senior College Admissions Assistant, Bursar Service Operations Supervisor, Registration Supervisor

**Typical Functions May Include:**

1. Assisting students with financial aid, registration, or academic advising procedures and policies
2. Answering questions, providing information and handling complaints for internal and external customers
3. Reviewing billing from contractors and vendors, making adjustments as needed
4. Controlling delegated budgetary expenses
5. Assuming day-to-day responsibility for organizing and coordinating specialized clerical functions
6. Selecting, training and evaluating performance of assigned staff
7. Preparing staff schedules and tracking time worked
8. Coordinating departmental personnel and payroll issues
9. Changing office procedures for a more efficient operation
10. Establishing and maintaining filing systems including confidential documents
11. Assisting with design and selection of departmental computer programs
12. Issuing cash accounts, credit cards, administrative billing and equipment codes
13. Handling cash and other valuables
14. Performing other related duties as assigned

**Risk Management:** Uses established safety practices to protect the health and safety of personnel and property.

**Supervision of Others:** Supervises, trains and evaluates clerical support staff

**Supervision Received:** Receives limited supervision; determines action to be taken handling all but unusual cases.

**Minimum Qualifications:**

- **Education:** High School diploma or GED, some college
- **Experience:** 18 – 36 Months    **Type:** Office Supervision/Management
- **Skills:** Good written and personal communication and organizational skills; ability to perform basic math functions including fractions and percentages; excellent computer skills
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- **Special Requirements**: Frequent exposure to pressure caused by deadlines and busy periods; requires contact with other departments and university officials; may require travel; may be required to bend, lift, stoop, carry and be exposed to temperature changes; may require a background check
- **Licenses**: Determined by the nature of the position and/or department
- **Certifications**: Determined by the nature of the position and/or department

Minimum requirements may be met by an equivalent combination of education and experience, unless otherwise designated in writing by the department.

Departments are responsible for site-specific job descriptions.