UNIVERSITY OF SOUTHERN CALIFORNIA

Student Services Assistant

Job Code: 137517

Grade: G
OT Eligible: Yes
Comp Approval: 7/12/1994

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 ACCOUNTABILITIES:

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<tr>
<th>*E/M/NA</th>
<th>% TIME</th>
<th>Description</th>
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<tr>
<td>______</td>
<td>______</td>
<td>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.</td>
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<td>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.</td>
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<td>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. Represents program, department or school at events activities or recruitment receptions on an as needed basis.</td>
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<td>Reviews and maintains student records, inputs data, and generates letters and/or lists utilizing the student database. Verifies student information as requested.</td>
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<td>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.</td>
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<td>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.</td>
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<td>Assists in gathering information/data in support of reporting requirements. Prepares reports for internal and external use.</td>
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<td>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.</td>
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</table>
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.

Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

Essential:  

☐ No  

☐ Yes  

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.

**JOB QUALIFICATIONS:**

**Minimum Education:**

- Related Graduate Study
- Combined experience/education as substitute for minimum education

**Minimum Experience:**

1 Year

**Minimum Field of Expertise:**

Administrative and/or academic support services

**Preferred Education:**

Bachelor’s Degree

**Preferred Experience:**

3 Years

**Skills: Administrative:**

- Answer telephones
- Assemble and coordinate manuscripts
- Compose letters
- Coordinate events
- Draft routine correspondence
- Gather data
- Input data
- Maintain filing systems
- Research information
- Verify calculations

**Skills: Other:**

- Assessment/evaluation
- Communication -- written and oral skills
Counseling
Interpretation of policies/analyses/trends/etc.
Knowledge of applicable laws/policies/principles/etc.
Organization
Problem identification and resolution
Scheduling

**Skills: Machine:**
- Adding Machine
- Calculator
- Computer Network (University)
- Fax
- Personal Computer
- Photocopier

**Supervises: Level:**
- May oversee student, temporary and/or casual workers.

**SIGNATURES:**

Employee: ___________________________    Date: ___________________________

Supervisor: ___________________________    Date: ___________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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