

Wright State University
CLASSIFIED JOB SPECIFICATION
Student Services Supervisor

I. JOB INFORMATION

Job Title: Student Services Supervisor (CS 05)

Job Class: 61116 **FLSA Status:** Non-Exempt

II. JOB SUMMARY

Under administrative direction supervises, coordinates, initiates, and implements tasks for effective delivery of services within the Registrar's Office. Oversees the processing of information regarding registration, enrollment verifications, fee assessments, class schedules and refunds. Answers the questions of students, parents, and the general public. Maintains the confidentiality of and verifies data in the student database. Performs various other support duties to ensure that administrative needs are met.

III. PRIMARY DUTIES AND RESPONSIBILITIES

- Supervises, coordinates and participates in a variety of functions associated with the registration office.
- Processes registrations and authorizes students to register for classes. Assists departments with registrations processes and verifications. Provides fee assessment services and oversees refund processes.
- Provides enrollment verifications and information services. Determines what forms to use for clearinghouse processes, checks forms for completeness and mails documents.
- Processes forms for inter-office verifications, including forms for loan companies, employment services, insurance companies, government agencies, other universities, and students.
- Types letters with enrollment information as requested, checks authorizations to release confidential information.
- Identifies and complies with FERPA to insure approved disclosure of information.
- Distinguishes types of information allowable for release per method of requests, such as phones, faxes, US mail, emails, or in-person.
- Prepares and distributes student-advising reports (unofficial transcripts) as requested.
- Prepares official transcripts for students requesting same-day service. Stays abreast of all rules governing the release of transcripts.

- Manages the daily operations of the student records component of the university including: transcript updates. Approves course drop/adds for students.

Note: This is not an inclusive list of duties and responsibilities.

IV. MINIMUM EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, AND ABILITIES

Two years of post-secondary education and two years of (FT) related work experience OR, a high school diploma or GED and four years of (FT) related work experience. A bachelor's degree in a related field may be substituted for the required work experience. Previous supervisory experience. Strong interpersonal, communication and organizational skills. Experience in writing, editing, and budget management. Ability to calculate basic math. Thorough knowledge and skills to utilize current office equipment and a variety of complex software packages. Ability to maintain accurate records.

V. WORKING CONDITIONS

Typical office environment.

VI. WSU TESTING/EXAMINATIONS REQUIRED

None

VII. CERTIFICATIONS OR LICENSURE(S) REQUIRED*

None

VIII. JOB SERIES

61100

This specification is intended to illustrate the level of complexity and kinds of job duties that may be assigned to positions with this classification title, and should not be interpreted to describe all the duties that may be included in a job description.