

Wright State University
CLASSIFIED JOB SPECIFICATION
Student Services Specialist

I. JOB INFORMATION

Job Title: Student Services Specialist (CS 13)

Job Class: 61112

FLSA Status: Non-Exempt

II. JOB SUMMARY

Under general supervision performs a variety of tasks associated with student services/operations in various Student Services areas.

III. PRIMARY DUTIES AND RESPONSIBILITIES

- Assists students in various routine activities (i.e., financial aid processes, career services, registration, student employment, and course/classroom scheduling), maintains disciplinary case records, conducts scheduling, processes payments.
- Monitors test proctoring, and budgetary records.
- Prepares and proofreads correspondence, collects data and generates routine reports.
- Processes forms, provides information, verifies schedules, distributes student aid, disperses petty cash, posts payments, and maintains test security.
- Conducts miscellaneous financial transactions, maintains confidential information, prepares routine and special reports, processes student payments, and tracks/reconciles accounts.
- Performs clerical tasks (e.g., sends out mail; receives & distributes mail; receives & logs in materials & information; orders supplies; answers telephone; maintains statistics & prepares reports).
- Processes transcripts in response to student requests.

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

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

A high-school diploma or GED and 1.5 year (FT) related work experience OR, two years of post-secondary education and six months (FT) of related work experience. Excellent verbal/communication skills. Ability to calculate basic math. Working knowledge and skills to utilize current office equipment and a variety of complex software packages. Ability to calculate basic math. Excellent customer service skills.

V. WORKING CONDITIONS

Typical office environment.

VI. WSU TESTING/EXAMINATIONS REQUIRED

Math. Word-Standard.

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.