

Wright State University
CLASSIFIED JOB SPECIFICATION
Student Services Coordinator

I. JOB INFORMATION

Job Title: Student Services Coordinator (CS 14)

Job Class: 61113

FLSA Status: Non-Exempt

II. JOB SUMMARY

Under direction from unit supervisor performs administrative duties and tasks associated with coordinating student services/operations and provides vital information across most work areas to visitors, staff, and faculty. Processes applications and makes recommendations based on established guidelines. Updates, maintains, and composes correspondence to ensure that processes are timely and accurate and that necessary student record information is available.

III. PRIMARY DUTIES AND RESPONSIBILITIES

- Acts as a contact to visitors, students and faculty for general assistance and processing internal and external information.
- Exercises limited judgment in providing guidelines and advice to students regarding admissions, transfer requests, educational objectives and course scheduling options. Also discusses unit loads, grade point averages and satisfactory progress.
- Coordinates or assists students regarding various activities such as (i.e., career services, admissions (foreign & domestic), financial aid, registration, student employment, and course/classroom scheduling).
- Coordinates on-campus interviews, processes/oversees registration-related transactions, approves and classifies student job descriptions, administers student job audits, generates standard and custom reports, verifies official documents for accuracy and c
- Provides administrative support by reviewing and evaluating information, maintaining confidential financial/academic databases, prepares routine and special correspondence/reports.
- Provides advice regarding policies and procedures.
- May be required to supervise students and/or other staff members.
- Reviews all Undergraduate Academic Petitions, Academic Substitutions and Accommodations, Refund Petitions and Refund Appeals.

- Makes decisions (approve or deny) for Refund Petitions and, if approved, determines the amount of refund in accordance with the official university refund policy.
- Set meeting dates for Undergraduate Petitions Committee meeting, schedules rooms and prepares needed documentation. Verify appropriate refund amounts are credited to student.

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 two years (FT) of related work experience OR, two years of post-secondary education and one year of (FT) related work experience OR, a bachelor's degree in a related field. Excellent verbal/communication skills. Writing and editing skills. Ability to calculate basic math. Thorough knowledge and skills to utilize current office equipment and a variety of complex software packages. Excellent customer service skills.

V. WORKING CONDITIONS

Typical office environment.

VI. WSU TESTING/EXAMINATIONS REQUIRED

Word-Standard. Spreadsheet-Standard (optional).

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.