Involves a wide range of student services duties and responsibilities for an academic department / school / college or organization. Provides assistance to the dean / chair, faculty, and students in academic advising, recruitment, admissions, financial aid, visa / immigration matters, the evaluation and awarding of fellowships and block grant funds, student orientation and events, career counseling, and related programs.

**Category**
Supervisory & Management

**Job Function**
Student Services Advising

**Job Family**
Student Services

**Job Summary**
- Provides direction to professional student services
- Provides direction to subordinate managers and / or supervisors

**Key Resp 01**
- Develops and oversees a variety of student services programs.
- Oversees the management of operations and provides leadership and coaching to subordinate managers and / or supervisors.

**Key Resp 02**
- Promotes the admissions and outreach programs

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**job title**
Student Srvs Manager 1

**Job Code**
0322

**Tracking Code**
A0714

**Per. Program**
MSP

**FLSA**
Exempt

**Generic Scope**
- Provides strategic direction to professional student services
- Provides direction to subordinate managers and / or supervisors.

- Manages several centralized student services functions. Develops the long term organizational goals of the organizations. Directs subordinate supervisors and / or managers. Has organization-wide impact for a variety of functions in student recruitment, admissions, career counseling, graduate advising, and / or financial aid.

- Provides conceptual and administrative leadership related to academic policies and programs affecting undergraduate students. Advises the Leadership of Student Affairs and the senior leadership of the organization on student fees, policy development regarding students, and implementation strategies.

- Serves as chief executive of Admissions and Enrollment, which includes major student services departments, such as the Office of Undergraduate Admissions; the Office of Financial Aid; and the Center for Academic Preparation. Sets long-term goals and objectives, and formulates strategies. Directs subordinate managers. Advises senior leadership of the organization, and other senior managers on matters involving student services programs.

**Custom Scope**
- Manages a centralized student services unit or a group of student services advisors in a department, school, or college. Formulates policies and procedures for the student services program. Develops the long term organizational goals of the unit. Manages the financial and human resources for the program.

- Manages several centralized student services functions. Develops the long term organizational goals of the organizations. Directs subordinate supervisors and / or managers. Has organization-wide impact for a variety of functions in student recruitment, admissions, career counseling, graduate advising, and / or financial aid.

- Provides conceptual and administrative leadership related to academic policies and programs affecting undergraduate students. Advises the Leadership of Student Affairs and the senior leadership of the organization on student fees, policy development regarding students, and implementation strategies.

- Serves as chief executive of Admissions and Enrollment, which includes major student services departments, such as the Office of Undergraduate Admissions; the Office of Financial Aid; and the Center for Academic Preparation. Sets long-term goals and objectives, and formulates strategies. Directs subordinate managers. Advises senior leadership of the organization, and other senior managers on matters involving student services programs.

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**job title**
Student Srvs Manager 2

**Job Code**
0323

**Tracking Code**
A0711

**Per. Program**
MSP

**FLSA**
Exempt

**Generic Scope**
- Provides strategic direction to professional student services
- Provides direction to subordinate managers and / or supervisors.

- Manages several centralized student services functions. Develops the long term organizational goals of the organizations. Directs subordinate supervisors and / or managers. Has organization-wide impact for a variety of functions in student recruitment, admissions, career counseling, graduate advising, and / or financial aid.

- Provides conceptual and administrative leadership related to academic policies and programs affecting undergraduate students. Advises the Leadership of Student Affairs and the senior leadership of the organization on student fees, policy development regarding students, and implementation strategies.

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- Manages a centralized student services unit or a group of student services advisors in a department, school, or college. Formulates policies and procedures for the student services program. Develops the long term organizational goals of the unit. Manages the financial and human resources for the program.

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- Provides conceptual and administrative leadership related to academic policies and programs affecting undergraduate students. Advises the Leadership of Student Affairs and the senior leadership of the organization on student fees, policy development regarding students, and implementation strategies.

- Serves as chief executive of Admissions and Enrollment, which includes major student services departments, such as the Office of Undergraduate Admissions; the Office of Financial Aid; and the Center for Academic Preparation. Sets long-term goals and objectives, and formulates strategies. Directs subordinate managers. Advises senior leadership of the organization, and other senior managers on matters involving student services programs.

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**job title**
Student Srvs Manager 3

**Job Code**
0324

**Tracking Code**
A0715

**Per. Program**
MSP

**FLSA**
Exempt

**Generic Scope**
- Provides strategic direction to professional student services
- Provides direction to subordinate managers and / or supervisors.

- Manages several centralized student services functions. Develops the long term organizational goals of the organizations. Directs subordinate supervisors and / or managers. Has organization-wide impact for a variety of functions in student recruitment, admissions, career counseling, graduate advising, and / or financial aid.

- Provides conceptual and administrative leadership related to academic policies and programs affecting undergraduate students. Advises the Leadership of Student Affairs and the senior leadership of the organization on student fees, policy development regarding students, and implementation strategies.

- Serves as chief executive of Admissions and Enrollment, which includes major student services departments, such as the Office of Undergraduate Admissions; the Office of Financial Aid; and the Center for Academic Preparation. Sets long-term goals and objectives, and formulates strategies. Directs subordinate managers. Advises senior leadership of the organization, and other senior managers on matters involving student services programs.

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- Manages a centralized student services unit or a group of student services advisors in a department, school, or college. Formulates policies and procedures for the student services program. Develops the long term organizational goals of the unit. Manages the financial and human resources for the program.

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<th>Job Summary</th>
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<td>Job Function</td>
<td>Student Services Advising</td>
<td>Category</td>
<td>Supervisory &amp; Management</td>
</tr>
<tr>
<td>Key Resp 03</td>
<td>Plans, develops, and administers the student services budget for the organization.</td>
<td>Responsible for developing and implementing budgets for managed functions.</td>
<td>Provides oversight, direction and approval of budgets for Student Services programs.</td>
</tr>
<tr>
<td>Key Resp 04</td>
<td>Makes decisions on performance, salary actions, hiring decisions and other human resources related issues of managed staff.</td>
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<td>Makes decisions on performance, salary actions, hiring, and other human resources related issues of managed staff.</td>
</tr>
<tr>
<td>Key Resp 05</td>
<td>Recognizes issues that have organization impact or future implications and advises employees accordingly.</td>
<td>Determines the long and short term goals and objectives of the organizations.</td>
<td>Participates with other higher-level managers to establish organization strategic plans and objectives affecting major portions of the Student Services programs of the organization.</td>
</tr>
<tr>
<td>Key Resp 06</td>
<td>Evaluates the effectiveness of the student services function, and makes changes to the program to provide better service to organizational management, faculty, and students.</td>
<td>Advises other academic and program managers on student issues and needs related to their programs.</td>
<td>Plans, designs, influences, and implements organization-wide processes.</td>
</tr>
<tr>
<td>Key Resp 07</td>
<td>Represents the student services unit to the organization community and relevant external constituencies.</td>
<td></td>
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<tr>
<td>Key Resp 08</td>
<td>Decides which resources will be committed to goals and objectives and how they will be allocated.</td>
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<tr>
<td>Key Resp 09</td>
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<td>Key Resp 10</td>
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<td>Key Resp 11</td>
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<td>Key Resp 12</td>
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<td>Key Resp 13</td>
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<td>Key Resp 14</td>
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<tr>
<td>Key Resp 15</td>
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</tr>
<tr>
<td>Education 1</td>
<td>Bachelor's degree in related area and / or equivalent experience / training.</td>
<td>Bachelor's degree in related area and / or equivalent experience / training.</td>
<td>Advanced degree in related area and / or equivalent experience / training.</td>
</tr>
</tbody>
</table>
Job Family: Student Services  
Job Function: Student Services Advising  
Category: Supervisory & Management

**Job Summary**
Involves a wide range of student services duties and responsibilities for an academic department / school / college or organization. Provides assistance to the dean / chair, faculty, and students in academic advising, recruitment, admissions, financial aid, visa / immigration matters, the evaluation and awarding of fellowships and block grant funds, student orientation and events, career counseling, and related programs.

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<th>License 3</th>
<th>License 4</th>
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<tr>
<td>Cert 1</td>
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<td>Cert 3</td>
<td>Cert 4</td>
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<tr>
<td>Spec Cond 1</td>
<td>Spec Cond 2</td>
<td>Spec Cond 3</td>
<td>Spec Cond 4</td>
</tr>
</tbody>
</table>

| KSA 01 | Advanced knowledge of advising and counseling techniques. | Advanced knowledge of advising and counseling techniques. | Comprehensive understanding of academic programs, processes, and operations in a large public research university. | Strong leadership and management skills. |
| KSA 02 | Knowledge of common University-specific computer application programs and knowledge of University and departmental principles and procedures involved in risk assessment and evaluating risks as to likelihood and consequences. | Knowledge of common University-specific computer application programs and knowledge of University and departmental principles and procedures involved in risk assessment and evaluating risks as to likelihood and consequences. | Advanced knowledge of Academic Senate regulations, including student registration, course enrollments, classroom use, recording of grades, and maintenance of student records. | Ability to develop and lead innovative outreach and admissions programs. |
| KSA 03 | Skills in monitoring / assessing people, processes or services, to make improvements. | Skills in monitoring / assessing people, processes or services, to make improvements. | Advanced knowledge of Federal and California laws pertaining to the privacy rights of students and access to student information. | Experience in leading successful change efforts, including continuous improvement initiatives. |
| KSA 04 | Skills in project management, social perceptiveness to be aware of others' reactions and understanding why they react as they do. | Skills in project management, social perceptiveness to be aware of others' reactions and understanding why they react as they do. | Advanced knowledge of information systems technology, including electronic processing, electronic storage and retrieval of data, instructional technology to support classroom activities, and e-learning platforms. | Knowledge of national trends in outreach and admissions. |
| KSA 05 | Ability in problem identification, reasoning. | Ability in problem identification, reasoning, ability to develop original ideas to solve problems, persuade others, and lead. | Ability to direct complex financial, human, and management information system resources. |  |
| KSA 06 | Ability to develop original ideas to solve problems, persuade others, and lead. |  | Knowledge of the faculty governance process. |  |
| KSA 07 | Ability to build consensus and credibility with all constituents. |  |  |  |

KSA 08
<table>
<thead>
<tr>
<th>KSA 09</th>
<th>KSA 10</th>
<th>KSA 11</th>
<th>KSA 12</th>
<th>KSA 13</th>
<th>KSA 14</th>
<th>KSA 15</th>
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</thead>
<tbody>
<tr>
<td><strong>Environment</strong></td>
<td>Campus, medical center or other university setting and various external venues.</td>
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<tr>
<td>Student Srvs Mgr 2</td>
<td>Student Services Mgr 3</td>
<td>Student Srvs Mgr 4</td>
<td></td>
<td></td>
<td>Career Path open</td>
</tr>
</tbody>
</table>