

STUDENT SERVICES SPECIALIST
Job Description

CATEGORY: CLERICAL
POSITION STATUS: FULL-TIME
FLSA STATUS: NON-EXEMPT
SALARY CODE: 32

The incumbent in this job is expected to assist the College in achieving its vision and mission of student success and service to the community. A commitment to excellence, service, and a willingness to assist as needed are expectations for all employees.

JOB SUMMARY

Assists in the planning and implementation of a wide variety of activities, events, and programs to meet the diverse needs and interests of students, enhance their collegiate experience outside the classroom, and promote a sense of community at Texas Southmost College.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Plans and implements a variety of activities and events for students and markets these activities to the College community.
- Monitors activities of Student Government Association, Campus Activities Board, Student Leadership Academy and student organizations. Provides guidance regarding College policies and procedures.
- Assists in providing leadership programming and service learning opportunities for students.
- Assists in the creation and delivery of a first-year experience program that supports students' transition from high school to college and provides a foundation for academic success.
- Assists with college-wide special events as assigned.
- Assists with college-wide summer programs and student orientation activities.
- Ensures proper risk management compliance in all activities and programs.
- Assists with preparation and production of new student convocation and College commencement exercises.
- Assists with production of all print and electronic marketing materials such as brochures, posters, flyers, television, radio, Internet and social media ads that are produced in-house.
- Maintains awareness of best practices, emerging trends and new legislation relating to Student Activities functional area.
- Participates in the process for systematic review and evaluation of student activities functional area per the model adopted by the College, including the development and monitoring of outcomes and plans of action for improvement based on the assessment of those outcomes and plans.
- Attends the workplace regularly, reports to work punctually and follows a work schedule to keep up with the demands of the worksite. Working hours may include evenings, holidays or weekends depending on deadline requirements and special events.
- Completes duties and responsibilities in compliance with college standards, policies and guidelines.

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- Uses interpersonal skills and makes sound judgments to decide how duties and responsibilities are completed between coworkers, the supervisory chain, faculty, staff, students, and customers.
- Completes all required training and professional development sessions sponsored by Texas Southmost College.
- Supports the values and institutional goals as defined in the College's Strategic Plan.
- Promotes positive morale and teamwork within the department and provides exceptional customer service to students, faculty and community.
- Serves on committees as appropriate and as appointed by supervisor.
- Performs other duties as assigned.

REQUIRED KNOWLEDGE AND SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- A strong commitment to the mission of Texas Southmost College.
- Demonstrates excellent communication, interpersonal and leadership skills; ability to work independently and with little direction.
- Demonstrates organizational skills in handling, directing, and prioritizing multiple and complex assignments/projects and maintains records.
- Ability to establish and maintain positive and effective working relationships with students, College employees and the public.
- Ability to communicate effectively, both orally and in writing; defines problems, collects data, establishes facts, and draws valid conclusions; and effectively presents information to top management and public groups.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- High level of energy and good sense of humor with the capacity for extraordinary time and effort demands.
- Proficient in the use of e-mail, word processing, spreadsheet, database, and presentation software and use of the Internet to access data, maintain records, generate reports, and communicate with others.
- Ability to travel to other campuses and work nights and weekends when needed.
- Ability to perform and excel in a high-tech all-digital environment.

REQUIRED EDUCATION AND EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education and experience required.

- Bachelor's degree from an accredited college or university with two (2) years of direct experience

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in a functional area of student services at a college or university OR an Associate's degree from an accredited college or university with five (5) years of direct experience in a functional area of student services at a college or university.

- Experience in working effectively in a team environment with a customer service focus.

PREFERRED EDUCATION AND EXPERIENCE

- At least two (2) years of direct experience in the student activities functional area.
- Bilingual, English-Spanish.

CERTIFICATES AND LICENSURES

None.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; walk; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee occasionally works near moving mechanical parts and is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually moderate.

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Notes:

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Are you able to perform these essential job functions with or without reasonable accommodation?

- Yes
- With Accommodations

Employee Signature: _____ Date: _____

HR Representative: _____ Date: _____

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Posting Specific Questions

Required fields are indicated with an asterisk (*).

1. *How did you hear about this employment opportunity?
 - TSC Website
 - HigherEdJobs
 - Indeed
 - LinkedIn
 - Specialty Job Board
 - Facebook
 - Work-In-Texas/ Texas Workforce Commission
 - Job Fair
 - Personal Referral
2. * Do you a Bachelor's degree from an accredited college or university with two (2) years of direct experience in a functional area of student services at a college or university OR an Associate's degree from an accredited college or university with five (5) years of direct experience in a functional area of student services at a college or university?
 - Yes
 - No
3. *Do you have experience in working effectively in a team environment with a customer service focus?
 - Yes
 - No
4. Do you have at least two (2) years of direct experience in the student activities functional area?
 - Yes
 - No
5. Are you bilingual in English-Spanish?
 - Yes
 - No