



This family consists of four levels of professional student services work. Levels are distinguished based on the complexity of the work, level of supervision received, and the degree of autonomy. This job family is distinguished from the Student Services Technician job family by the requirement for having and applying professional training and preparation. Positions in this family are responsible for planning, direction and/or administration of student programs and activities. This family is distinguished from the Student Services Manager job family by having the primary focus on delivery of professional services.

This family provides expertise and guidance in several areas including:

- Financial Aid
- Career Services
- Admissions
- Records
- Enrollment Management
- Academic Advising
- Residence Life/Housing
- Disability services
- Student life
- Cultural Transition/Support
- Academic support services
- Student success Retention services

The typical functions listed are typical examples of work performed by positions in this job classification. Not all functions assigned to every position are included, nor is it expected that all positions will be assigned every typical function.

- Duties listed for Student Services Technicians may be performed, but not as the primary focus of the job
- Adhere to FERPA regulations and confidentiality procedures
- Advise students and the public in a variety of areas, including: University, campus, and department requirements, policies and procedures; sources and processes for obtaining financial aid; job opportunities and job search techniques; and study abroad and exchange opportunities.
- Provide prospective and current students information on admission procedures and policies, and course offerings
- Answer correspondence regarding University requirements
- May adjust individual student budgets, and provide rationale for changing these budgets as they relate to financial aid
- Design, deliver, and assess academic access services, auxiliary aids and adaptive technology for students experiencing disabilities
- Assist students and alumni in preparing resumes, job applications, and reference letters and in job search techniques

STUDENT SERVICES PROFESSIONAL

Job Classification
2005 Adopted Apr 17
2022 Revised: August 31

Conduct mock interviews and provide constructive feedback to students
Interpret tests and assessment tools to determine students' interest or aptitudes
Promote community and industrial partner development for employment opportunities
Visit secondary and community schools to promote the University of Alaska campuses
Perform recruitment and outreach activities to attract students to UA system, may

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Interpret and apply policies and procedures as appropriate
Monitor budgets and timelines for student activities

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student affairs, student group management, campus housing, student unions, etc. May approve exceptions to the normal course of business. May lead** or supervise** lower level employees.

Same as level two, plus: *Ability to lead; Knowledge of decision-making strategies and problem-solving skills. Knowledge of student development theory. Ability to interpret information to determine placement. Ability to be a team or project leader.

Bachelor'



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Refers to the higher level interpretation of and diversity of rules and regulations (e.g. Buckley Amendment (FERPA), Federal, State and University regulations, Title IV of the Federal Code of Regulations, INS (SEVIS) Veterans Administration Rules and regulations, state statutes and laws, professional organization standards and CAS standards). Complexity increases as the application, interpretation, and frequency of working with these rules and regulations increases. Complex positions typically work with external constituencies, multiple departments, faculty, and campuses. Complexity increases as positions more frequently work with these entities.

Refers to the impact a student services unit has on the organization or those it impacts, or the size of the organization.

Provide day-to-day guidance, training and direction for staff in addition to other duties. Regularly assign and review work. Is fluent in the assigned area of responsibility.

Hire, train, evaluate performance and initiate corrective action of regular staff members.