

# HILLSBOROUGH COMMUNITY COLLEGE

## CLASS SPECIFICATION

<i>Class Title:</i> Student Information Advisor	<i>BOT Date:</i> June 22, 1998
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<i>Level:</i> I	<i>FLSA Status:</i> Non-exempt	<i>Class Code:</i> N0901	<i>Adm. Rev.:</i>
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### GENERAL DESCRIPTION

Writes, edits, updates and coordinates administrative rules and procedures and student services information to include reports, handbooks and manuals in compliance with state, federal and College requirements. Analyzes computer documentation for student services administrative systems and trains student services staff to use systems.

### KEY RESPONSIBILITIES

### % OF TIME

1. *	Serves as district resource contact for student services informational concerns, providing opinions and recommendations on changes in state, federal and College student services-related policies.	10%
2. *	Writes, edits and updates administrative and student services office procedures including admissions, financial aid, student activities, student athletics and disabled student services for review by the Associate Vice President for Student Services.	10%
3. *	Researches, analyzes and writes district student services reports, handbooks and manuals to meet state, federal and College requirements.	10%
4. *	Trains district-wide student services staff in various computer functions including computer entry in ISIS, degree audit and SAM financial aid system software, and analyzes and works to resolve software problems.	10%
5. *	Develops and revises program sensitive publications and data including advising guides, graduation worksheet, degree audit on-line database parameters, etc.	10%
6. *	Researches, organizes and compiles statistical and narrative reports as required by state, federal and College requirements.	10%
7. *	Reviews and prepares first and final edits of all student services publications, brochures, and pamphlets including the Catalog, term Credit Course Schedules, and Student Handbook.	10%
8.	Researches and recommends appropriate student services for students in special or emergency situations.	5%
9.	Participates in implementing projects for various student services concerns, (i.e., touch-tone telephone registration system, degree audit system, etc.).	10%
10.	Keeps abreast of developments in related field to include attending conferences.	5%
11.	Serves on College committees and participates in student services-related meetings between administrators and staff.	10%
12.	Performs similar and related duties as assigned.	

\* Indicates an "essential" job function.

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<b>KEY JOB REQUIREMENTS</b>		
<i>Formal Education:</i>	Bachelor's Degree required.	
<i>Work Experience:</i>	3 to 5 years.	
<i>Planning Scope:</i>	One to Three Weeks: Plan events that are expected to occur in the next one to three months or on a quarterly basis.	
<i>Planning Level:</i>	The primary scope of planning activities in this position affects the section or large group.	
<i>Impact on Budgets:</i>	Incidental/Indirect: Provide supportive advice, analysis, or related services which impact the expense or revenues but with no authority to actually spend the budget. May collect or process revenues/expenses.	
<i>Impact on Grant Funds:</i>	No impact on grant funds.	
<i>Impact on Revenue Generating:</i>	No impact on revenues.	
<i>Impact of Decisions:</i>	Makes recommendations or decisions which typically affect the entire department.	
<i>Complexity:</i>	Varied: Work is complex and varied and requires the selection and application of technical and detailed guidelines. Moderate analytic ability is needed to gather and interpret data where results/answers can be found after analysis of several facts.	
<i>Decision Making:</i>	Varied: Independent judgment is required to identify, select, and apply the most appropriate of available guidelines and procedures, interpret precedents, and adopt standard methods or practices to meet variations in facts and/or conditions.	
<i>Problem Solving:</i>	Problems are not easy to identify, but are similar to those seen before. Solutions can often be found by using methods chosen before in similar situations.	
<i>Internal Contacts:</i>	Regular contacts to carry out programs and to explain non-specialized matter, or occasional contacts with officials at higher levels on matters requiring cooperation, explanation and persuasion.	
<i>External Contacts:</i>	Regular contact with outside agencies and the general public, supplying or seeking information on specialized matters.	
<i>Level of Supervisory Responsibility:</i>	Responsible for orienting and training others, and assigning and reviewing their work. May be responsible for acting in a "lead" or "senior" capacity over other positions performing essentially the same work.	
<i>Nature of Work Supervised:</i>	Nature of work supervised is limited to highly standardized, routine administrative duties.	
<i>Job-Related Knowledge:</i>	Entry Professional Skills: Requires entry-level knowledge of theories and practices of a professional field. This level is reserved for an individual with a four-year degree or with high-level vocational skills demonstrated by a number of years of on-the-position experience. Writes reports using technical data requiring considerable interpretation, developing new methods and procedures. Frequently applies knowledge to practical issues.	
<i>Innovation/Creativity:</i>	Work requires improving methods or procedures affecting delivery of service to selected customers or students or the completion of small projects.	
<i>Working Conditions/Physical Effort:</i>	Work requires only minor physical exertion and/or physical strain. Work environment involves only infrequent exposure to disagreeable elements.	