

HILLSBOROUGH COMMUNITY COLLEGE

CLASS SPECIFICATION

<i>Class Title:</i> Student Services Advising Generalist			<i>Approval Date:</i> July 28, 2005
<i>Level:</i> H	<i>FLSA Status:</i> Nonexempt	<i>Class Code:</i> N0813	<i>Approved by:</i> College President

GENERAL DESCRIPTION

Provides front-line customer service and intake processing for students. Provides students with general financial aid information and eligibility for disability services. Provides general academic advising information including admission requirements.

KEY RESPONSIBILITIES

% OF TIME

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1.*	Provides general academic advising information including admissions requirements (testing & transcripts), special services (dual enrollment, cross enrollment, early admit and transient).	20%
2.*	Provides students with general financial aid information including application process, documentation necessary, loan information and scholarships. Collects and verifies supporting documentation for eligibility purposes.	20%
3.*	Provides front-line customer services and intake processing for students (transcript requests, application for admission, application for graduation, verifications, VA, International).	15%
4.*	Makes student referrals to appropriate student services areas (Advising, Counseling, Financial Aid, and Disability Services).	15%
5.*	Performs data entry relevant to student Services and assists with registration (drop, add, withdrawal).	15%
6.	Maintains up-to-date understanding of articulation policies, procedures, and State mandates.	5%
7.	Participates in campus recruitment and retention activities.	5%
8.	Attends and provides seminars and workshops in topics related to Student Services.	5%
9.	Performs other similar and related duties as required.	

* Indicates an "essential" job function.

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KEY JOB REQUIREMENTS		
<i>Formal Education:</i>	Bachelor's Degree required.	
<i>Work Experience:</i>	Three to five years of prior work related experience.	
<i>Planning Scope:</i>	Scope of planning is section or large group.	
<i>Planning Level:</i>	One to Three Months: Plans events that are expected to occur in the next one to three months or on a quarterly basis.	
<i>Impact on Budgets:</i>	Provides supportive advice, analysis, or related services which impact the expenses or revenues but with no authority to actually spend the budget.	
<i>Impact on Grant Funds:</i>	No impact on grant funds.	
<i>Impact on Revenue Generating:</i>	May collect or process revenues/expenses.	
<i>Impact of Decisions:</i>	Decisions and impact are limited to short-range decisions and planning within a small group or activity and normally affect only the department.	
<i>Complexity:</i>	Work consists of moderately complex procedures and tasks where basic analytic ability is required. Work may involve the comparison of numbers, selection of appropriate guidelines and procedures, or identification of appropriate actions to follow. Answers are usually found by selecting from specific choices defined in work policies or procedures.	
<i>Decision Making:</i>	Supervision is present to establish general objectives relative to a specific project, to outline the desired end product and to identify potential resources for assistance. 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 factors and/or conditions.	
<i>Problem Solving:</i>	Problems are not easy to identify, but are similar to those seen before. Solving them requires judgment such as setting priorities, evaluating results, or coordinating with others. Solutions can often be found by using methods chosen before in similar situations.	
<i>Internal Contacts:</i>	Requires regular contacts within the department and periodic contacts with other departments, supplying or seeking information on specialized matters.	
<i>External Contacts:</i>	Regular regular contact with outside agencies and the general public, supplying or seeking information on specialized matters.	
<i>Level of Supervisory Responsibility:</i>	Involves no responsibility or authority for the direction of others.	
<i>Nature of Work Supervised:</i>	No responsibility or authority for supervision.	
<i>Job-Related Knowledge:</i>	Requires extensive knowledge of a distinct trade or technical function. Knows policies and procedures, and can recommend a course of action based upon these guidelines, modifying existing methods, procedures, or forms as necessary. May work with software applications and retrieval of data.	
<i>Innovation/Creativity:</i>	Work requires occasional involvement in projects that result in new ideas or methods. Improved methods generally affect immediate department.	
<i>Working Conditions/ Physical Effort:</i>	Office, library, computer room; intermittently sitting, standing or stooping; occasional lifting 25 lbs or less.	