

HILLSBOROUGH COMMUNITY COLLEGE

CLASS SPECIFICATION

<i>Class Title:</i> Student Services Manager			<i>Approval Date:</i> June 25, 2007
<i>Level:</i> F	<i>FLSA Status:</i> Exempt	<i>Class Code:</i> E0647	<i>Approved by:</i> College President

GENERAL DESCRIPTION

Responsible for managing several Student Services sub-units to ensure efficient office operations. Units of operation may include AR&R, Advising, Enrollment Development, Testing, etc. Supervises assigned staff. Coordinates staff development and training of employees as needed. Assists in updating and interpreting policies and procedures related to office functions. Assists the Dean in other administrative functions as assigned.

KEY RESPONSIBILITIES		% OF TIME
1.*	Supervises student services personnel and oversees work schedules within sub-units, establishing goals and objectives, setting priorities and time frames.	25%
2.*	Selects, develops, and evaluates student services personnel within sub-units. Trains staff as needed.	10%
3.*	Implements policies, practices, and procedures within specific sub-units of Student Services utilizing standard operating procedures.	10%
4.*	Makes recommendations for programs, policy and procedural changes that effectively improve services to students.	10%
5.	Resolves student and staff concerns, complaints, and issues for the sub-units under direct supervision.	10%
6.	Interprets and ensures compliance with State and Federal guidelines, as well as regional and national collegiate practices.	10%
7.*	Oversees the preparation of sub-unit reports, correspondences, sub-unit records and file maintenance.	10%
8.*	Develops, administers, and monitors operating budgets for the sub-units under direct supervision.	5%
9.	Assists in the development and maintenance of strategic goals and objectives for the sub-units being supervised.	5%
10.	Maintains high standard of customer service to students and the public to promote and support the mission of the college.	5%
11.	Performs other similar and related duties as assigned.	

* Indicates an "essential" job function.

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KEY JOB REQUIREMENTS		
<i>Formal Education:</i>	Master's Degree required.	
<i>Work Experience:</i>	5 to 7 years experience is required.	
<i>Planning Scope:</i>	Plans events that will occur during the year, and have some effect on the department's annual expenditures, and/or revenues.	
<i>Planning Level:</i>	The primary scope of planning activities in this position affects the department or equivalent.	
<i>Impact on Budgets:</i>	Has a strong, but not controlling voice in decisions on the budget; can authorize or recommend expenditures within an approved budget. Actions may have a direct contribution on the methods used to generate revenues.	
<i>Impact of Decisions:</i>	Major responsibility for making recommendations or decisions which typically affect all the subunits under the individual's direct supervision.	
<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>	Independent judgment is required to study previously established, often partially relevant guidelines; plan for various interrelated activities; and coordinate such activities within a work unit or while completing a project.	
<i>Problem Solving:</i>	Involves identification and analysis of diverse problems; answers are usually found by reviewing standard technical manuals and administrative procedures and modifying them for unusual situations.	
<i>Internal Contacts:</i>	Requires regular internal contacts to carry out programs and to explain specialized matters or regular contact with officials at higher levels on matters requiring cooperation, explanation and persuasion.	
<i>External Contacts:</i>	Requires regular personal contact with the public.	
<i>Level of Supervisory Responsibility:</i>	Provides direct supervision of one or more functions within a department. Formally plans, assigns, directs, and coordinates the work of these functions.	
<i>Nature of Work Supervised:</i>	Nature of work supervised is primarily technically oriented or complex, includes additional administrative responsibilities and requires comprehensive knowledge of unit or departmental activities, procedures, practices, and applicable regulations.	
<i>Job-Related Knowledge:</i>	Requires entry-level knowledge of theories and practices of a professional field. This level is reserved for an individual with a 4 year degree or with high level vocational skills demonstrated by a number of years of related work 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 using original and creative thinking to develop new, moderately complex results. The results generally impact several work groups, a large project, or an extended customer base.	
<i>Working Conditions/ Physical Effort:</i>	Work requires only minor physical exertion and/or physical strain. Work performed mainly in library, office, or work room.	