

Salt Lake Community College - Job Classification Standard

Student Services Advisor 1,2,3

The Student Services Professional job family requires extensive professional expertise which addresses student needs in any of the following areas: School Relations, Orientation, Academic and Career Advising, Disability Services, Financial Aid, International Student Services, Student Support Services, Student Employment and Cooperative Education, Student Life and Leadership and others. Performs one or more functions in support of a wide range of professional activities to advise and enable enrolled and prospective students regarding such areas as: admissions, academic programs and procedures, college policies, career goals, guidance and problem resolution, financial aid, disability accommodations, employment. Identifies student needs; makes referrals to internal and external resources; develop contacts with departments, faculty, external community resources and educational institutions. May have supervisory responsibilities for support staff and/or peer leaders. The Professional job family may include other position titles such as: Counselor, Coordinator, Planner, Interpreter. This job family is distinguished from the Specialist job family by the requirement of formal academic and/or professional preparation. This job family is distinguished from the Managerial job family by the absence of major budgetary and supervisory responsibilities.

Autonomy

Works within a clear framework of accountability. Has substantial personal responsibility and autonomy. Plans own work, to meet given objectives and processes.

Influence

Influences students/consumers of Student Services. Influences peers and internal teams and workgroups. Participates in external activities related to area of assignment. Decisions influence success of projects and team objectives. May have responsibility for work/supervision of others and allocation of resources with responsibility for project budget.

Complexity

Broad range of complex professional work activities in a variety of contexts which may require specialized/technical expertise.

Skills

Offers advising, planning and support services to students. Collects, organizes and analyses information. Demonstrates a systematic approach to problem solving. Compiles and provides information to aid students in making decisions and carrying out career goals and educational objectives. Utilizes effective interviewing and presentation skills. May assist students to identify social, financial, personal, medical, emotional and/or other educational barriers. Applies applicable laws, standards, rules and regulations. Assists student in obtaining college resources and/or makes referrals to external agencies. Is able to absorb rapidly changing information and apply it effectively, Must be able to plan, schedule and monitor work activities in order to meet time and quality targets. Takes some responsibility for professional development. Communicates effectively orally and in writing. Maintains flexibility in a fluid work environment. May engage in assessment and evaluation.

Level 1

Level 2

Level 3

Supervision	Under close supervision, performs entry level tasks using established methods, principles, concepts and procedures related to area of assignment. Professional judgments are made on routine matters.	Under general supervision, performs varied duties and assignments involving professional judgment. Resolves questions or problems, on an on-going basis, referring complex issues to higher level. Some evaluation, originality and ingenuity required.	Under minimal supervision performs complex assignments and fulfills broad responsibilities where required outcomes are defined, but methods and procedures may vary based on professional judgment or precedent. Confers with supervisor on unusual matters. Coordinates or leads specific departmental functions or projects and may assign work to and assist less experienced professionals and/or supervise support staff. May act in an advisory capacity to managers, directors, or faculty.
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Knowledge	Knows fundamental theories, concepts, practices and procedures of particular area of assignment	Knows and applies fundamental theories, concepts, practices, and procedures appropriate to area of assignment with awareness of related fields in Student Services.	Knows and applies a broad knowledge of theories, principles, practices and procedures of a particular field to the completion of difficult assignments. Also possesses knowledge of operations which affect, or are affected by own area and related areas within Student Services. Knowledge of college budgetary and supervisory processes.
Minimum Education and Experience	Bachelors degree in discipline appropriate to position with 0-2 years experience.	Bachelors degree in discipline appropriate to position with 2-4 years experience.	Bachelors degree in discipline appropriate to position with 4-6+ years experience.
FLSA Status	Exempt	Exempt	Exempt

Job Classification approved by Human Resources July 1, 2011