

Salt Lake Community College - Job Classification Standard

Student Services Specialist 1,2,3

The Specialist Job Family consists of employees with specialized training, education and/or skill sets. Levels are distinguished based on type and complexity of work, degree of supervision received, and the level of autonomy. The Specialist works independently within defined guidelines or standards of the specialty. The Specialist is expected to execute responsibilities with minimal supervision and make decisions within defined parameters. The Specialist is considered to have content expertise to be communicated to college decision makers. These jobs require more advanced education and specialized experience than the Student Services Technician. A high standard of professional ethics, behavior and work activities is expected when carrying out responsibilities.

Autonomy

Works under general supervision. Uses discretion in identifying and resolving complex problems and assignments. Specific instruction is usually given and work is reviewed at frequent milestones. Determines when problems should be escalated to a higher level.

Influence

Interacts with and influences department/project team members. Frequent external contact with customers. In predictable and structured areas may supervise others. Decisions may impact work assigned to individual/phases of project.

Complexity

Broad range of work, sometimes complex and non routine, in variety of environments.

Skills

Understands and uses appropriate methods tools and applications. Demonstrates analytical and systematic approach to problem solving. Takes initiative in identifying and negotiating appropriate development opportunities. Demonstrates effective communication skills. Contributes fully to the work of teams. Can plan, schedule and monitor own work (and that of others where applicable) competently within limited time horizons. Is able to absorb and apply new technical information. Is able to work to required standards and to understand and use the appropriate methods, tools and applications. Appreciates wider field of information systems, how own role relates to other roles and to the business of the employer or client.

Level 1

Level 2

Level 3

Supervision	Under immediate supervision, performs standard tasks using established methods, principles, concepts and procedures related to a specialized field. Judgments are made on routine matters of relatively small impact.	Under close supervision, performs varied duties and assignments involving some judgment. Resolves routine questions or problems, referring only 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 precedent. Considerable latitude for unreviewed action. Confers with supervisor on unusual matters. Coordinates the work of others on projects and may assign work to and assist less experienced professionals or support staff. May act in an advisory capacity to supervisor or others.
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Knowledge	Knows fundamental concepts, practices and procedures of particular field of specialization	Knows and applies fundamental concepts, practices, and procedures of appropriate to position plus particular field of specialization, with awareness of related fields.	Possesses and applies a broad knowledge of principles, practices and procedures of a particular field of specialization to the completion of difficult assignments. Also possesses knowledge of operation which affect, or are affected by own area related fields and areas
Minimum Education and Experience	Associate Degree and 0-2 years experience.	Associate Degree and 2-4 years experience.	Associate Degree and 4-6+ years experience.
FLSA Status	Non-Exempt	Non-Exempt	Non-Exempt

Job Classification approved by Human Resources July 1, 2011