



## Student Services Job Family: **Student Services Associate Progression**

These generic job title summaries are intended to indicate the kinds of tasks and levels of work complexity that will be required of positions classified to any of these titles and are not intended to be construed as declaring the specific duties and responsibilities of any particular position. The use of particular expressions or illustrations describing functions within a specific job title does not exclude other duties of a similar kind and/or level of complexity. Positions are classified to a particular job title based upon the predominant level of expected work complexity. ***A position that is classified into this title and band must meet the Cornell requirements for exemption under the FLSA***

### GENERIC JOB PROFILE SUMMARIES

Student Services Associate I INDIVIDUAL CONTRIBUTOR	Student Services Associate II INDIVIDUAL CONTRIBUTOR	Student Services Associate III INDIVIDUAL CONTRIBUTOR	Student Services Associate IV INDIVIDUAL CONTRIBUTOR	Director Student Services MANAGEMENT	Senior Director Student Services MANAGEMENT
	May provide daily supervisory direction to support staff including students and volunteers	May manage, plan, schedule and review work of staff; interview, hire, train and make recommendations concerning the evaluation, promotion and termination of staff; responsible for performance management and professional development of staff.	May lead, plan, and review work of staff; interview, hire, train and make recommendations concerning the evaluation, promotion and termination of staff; responsible for performance management and professional development of staff.	Lead, plan, and review work of staff; interview, hire, train and make recommendations concerning the evaluation, promotion and termination of staff; responsible for performance management and professional development of staff.	Direct and plan work of staff; interview, hire, and make recommendations concerning the evaluation, promotion and termination of staff; responsible for performance management and professional development of staff.
Gather and assist in the development of publications that are important to the mission of the departments, college or university	Assist in the development of publications that are important to the mission of the departments, college or university	Develop publications that are important to the mission of the departments, college or university	Develop and coordinate the production of publications that are important to the mission of the departments, college or university	Oversee the development and coordination of publications that are important to the mission of the department, college, or University	Approve the publications developed that are important to the mission of the department, college, or University
Assist in developing creative solutions to routine office and University problems relating to management, fiscal affairs, computer systems, and student services as they relate to financial aid and student employment	Develop creative solutions to routine office and University problems relating to management, fiscal affairs, computer systems, and student services as they relate to financial aid and student employment	Develop and implement creative solutions to routine office and University problems relating to management, fiscal affairs, computer systems, and student services as they relate to financial aid and student employment	Identify non-routine office and University problems relating to management, fiscal affairs, computer systems, and student services as they relate to financial aid and student employment and recommend creative solutions	Develop creative solutions to non-routine office and University problems relating to management, fiscal affairs, computer systems, and student services as they relate to financial aid and student employment	Develop and plan (implement) creative solutions to non-routine office and University problems relating to management, fiscal affairs, computer systems, and student services as they relate to financial aid and student employment

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Prepare and administer simple budgets	Prepare and administer simple to moderately complex budgets	Prepare and administer moderately complex budgets	Prepare and administer complex budgets	Prepare and administer complex budgets or supervise those who do	Plan and budget all institutional financial aid funds (\$60 million) and student employment program
Counsel/ advise students, prospective students and parents on matters of admissions.	Counsel, advise, and may assist with recruitment, and/or select students and prospective students on matters of admissions.	Counsel, advise, and may recruit, and/or select students and prospective students on matters of admissions.	Counsel, advise, recruit, and/or select students and prospective students on matters of admissions.	Develop admissions/advising programs and manage advising in office.	Develop admissions/advising programs and manage advising in office.
Advise prospective and continuing students on how to apply for admission.	Counsel and advise prospective students on how to apply for admission; may respond to conflicts between applicants and school and suggest possible resolutions.	Counsel and advise prospective students on how to apply for admission; may respond to conflicts between applicants and school and suggest possible resolutions.			
	Assist in the development of public presentations designed to promote the Institution.	Develop public presentations designed to promote the Institution.	Oversee and approve public presentations designed to promote the Institution.	Oversee, develop and perform public presentations designed to promote the Institution.	Evaluate and make suggestions for improvements in public presentations designed to promote the Institution.
Travel to represent the University as a recruiter, as a liaison with alumni or employers, at conferences or other related activities.	Travel and make presentations about the school to audiences around the country; interface with relevant advisors and serve as school ambassador to outside groups.	Travel and make presentations about the school to audiences around the country; interface with relevant advisors and serve as school ambassador to outside groups.	Travel and make presentations about the school to audiences around the country; interface with relevant advisors and serve as school ambassador to outside groups.	Represent the University to other schools, professional organizations, alumni, the press and/or employers.	Represent the University to other schools, professional organizations, alumni, the press and/or employers.
May plan and coordinate events, including but not limited to student open-houses, visits, tours, and off-site receptions; work closely with faculty, alumni, and administration and current students to coordinate their participation in events; produce written materials relating to events.	Plan and manage events, including but not limited to student open-houses, visits, tours, and off-site receptions; work closely with faculty, alumni, and administration and current students to coordinate their participation in events; produce written materials relating to events.	Manage events, including but not limited to student open-houses, visits, tours, and off-site receptions.	Manage and develop large programs with significant budget responsibility.	Manage and develop large programs with significant budget responsibility.	Direct large programs with overall budget responsibility.

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Assist in identifying and recruitment of high-quality candidates and students in priority groups; provide assistance to the Director in long-range planning and admission strategies and operations.	Research and assist in developing strategies to identify and recruit high-quality candidates and students in priority groups; provide advice and assistance to the Director in long-range planning and admission strategies and operations.	Research and develop strategies to identify and recruit high-quality candidates and students in priority groups; provide advice and assistance to the Director in long-range planning and admission strategies and operations.	Research and develop strategies to identify and recruit high-quality candidates and students in priority groups; provide advice and assistance to the Director in long-range planning and admission strategies and operations.	Develop long-range planning and admission strategies and operations to identify and recruit high-quality candidates and students in priority groups.	Approve and evaluate long-range planning and admission strategies and operations to identify and recruit high-quality candidates and students in priority groups.
	Participate in the selection process, including review, evaluation of candidates, interviews and serve on selection committees making recommendations regarding final admission decisions; assist with transfer selection as needed.	Recruit, evaluate and assist in the selection of students for admission or acceptance into selective programs.	Select students for admission or acceptance to selective programs.	Oversee the selection of students for admission or acceptance to selective programs.	Approve the selection of students for admission or acceptance to selective programs.
Provide academic advising services to current students, potential majors, minors, and others; utilizes confidential information and conducts confidential conversations to provide these services.	Provide academic advising services to current students, potential majors, minors, and others; utilizes confidential information and conducts confidential conversations to provide these services.	Provide academic advising services to current students, potential majors, minors, and others; utilizes confidential information and conducts confidential conversations to provide these services.	Oversee the academic advising services.	Oversee the academic advising services.	Direct and lead the academic advising services.
Notice and assist students in distress; direct students to appropriate resources.	Provide advising to students regarding difficult and/or sensitive situations; serve as academic advisor to students.	Collaborate with staff and faculty from across the University to provide support and academic advising for complicated/sensitive situations involving students in distress or crisis. Situations may require communicating with parents.	Provide support and academic advising for extremely complicated/sensitive situations involving students in distress or crisis. Situations may require communicating with parents.	Provide support and academic advising for extremely complicated/sensitive situations involving students in distress or crisis. Situations may require communicating with parents.	May provide support and academic advising for extremely complicated/sensitive situations involving students in distress or crisis. Situations may require communicating with parents.

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Maintain contact with the college advising offices, updating them on advising recommendations for students and communicating circumstances surrounding those with special needs.	Maintain contact with the college advising offices, updating them on advising recommendations for students and communicating circumstances surrounding those with special needs.	Develop and implement new, creative advising services that address the dynamic needs of students and faculty advisors.	Develop new, creative advising services that address the dynamic needs of students and faculty advisors.	Develop new, creative advising services that address the dynamic needs of students and faculty advisors.	Lead the development of new, creative advising services that address the dynamic needs of students and faculty advisors.
	Meet one-on-one in office as well as in group settings with students to provide advice and counsel on curriculum-specific matters, major exploration issues, affiliation, College and University policy and procedure, and non-academic factors affecting academic performance; meet with students to discuss long-range academic plans and career goals.	Meet one-on-one in office as well as in group settings with students to provide advice and counsel on curriculum-specific matters, major exploration issues, affiliation, College and University policy and procedure, and non-academic factors affecting academic performance; meet with students to discuss long-range academic plans and career goals.			
Coordinate student orientation programs and/or commencement activities; assist in planning and delivering programs.	Plan and coordinate student orientation programs and/or commencement activities; assist in planning and deliver programs.	Oversee the planning and implementation of major office functions, programs and events including orientation of students to the college, enrollment of students in appropriate courses prior to their arrival, early intervention, faculty advisor training, diagnostic exams and credit awards; develop programs; oversee development of the web site and other advising services.			

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Assist with review of students' academic information, pre-sectioning of these students into appropriate courses; review students' academic records, initiate contact with these students, provide follow-up advising interactions.	Assist with review of students' academic information, pre-sectioning of these students into appropriate courses; review students' academic records, initiate contact with these students, provide follow-up advising interactions.	Assist with review of students' academic information, pre-sectioning of these students into appropriate courses; review students' academic records, initiate contact with these students, provide follow-up advising interactions.			
Accept referrals regarding student needs and issues and contact students for advising meetings; refer students to appropriate College and University resources as warranted, and follow-up on these referrals.	Accept referrals regarding student needs and issues and contact students for advising meetings; refer students to appropriate College and University resources as warranted, and follow-up on these referrals.	Accept referrals regarding student needs and issues and contact students for advising meetings; refer students to appropriate College and University resources as warranted, and follow-up on these referrals; work with offices on campus such as Dean of Students, Cornell Police, and Gannett Health Center to help in resolving student crises within the College; guide students and their families through difficult personal and academic situations.			
Work with employers and alumni to develop jobs; recruit employers and alumni to offer workshops and career development advice for students.	Work with employers and alumni to develop jobs; recruit employers and alumni to offer workshops and career development advice for students.	Plan information programs and promotional events designed to present and promote the school; act as primary representative for alumni and during major recruitment weekends, events such as fairs and forums.	Plan information programs and promotional events designed to present and promote the school; act as primary representative for alumni, trustees and during major recruitment weekends, events such as fairs and forums.	Plan information programs and promotional events designed to present and promote the school; act as primary representative for alumni, trustees and during major recruitment weekends, events such as fairs and forums.	Lead programs and promotional events designed to present and promote the school; primary representative for alumni, trustees and during major recruitment weekends, events such as fairs and forums.

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Establish learning outcomes for individual programs and administer the tools for measuring achievement of learning outcomes.	Establish learning outcomes for individual programs and administer the tools for measuring achievement of learning outcomes; may contribute to the development of strategic planning.	Establish learning outcomes; develop and administer tools for measuring achievement of learning outcomes; contribute to the development of strategic planning.	Provide direction for strategic planning and implementation of learning outcomes assessment.	Provide direction for strategic planning and implementation of learning outcomes assessment.	Overall responsibility for strategic planning and assessments.
	Communicate with prospective students throughout the admissions process with special attention to increasing the yield of underrepresented minority students.	Recruit, retain, and support a diverse student body with a particular focus on students from groups historically underrepresented in undergraduate/graduate education.	Responsible for the success of College efforts to recruit, retain, and support a diverse student body with a particular focus on students from groups historically underrepresented in undergraduate/graduate education.	Responsible for the success of College efforts to recruit, retain, and support a diverse student body with a particular focus on students from groups historically underrepresented in undergraduate/graduate education.	Responsible for the overall development and success of College efforts to recruit, retain, and support a diverse student body with a particular focus on students from groups historically underrepresented in undergraduate/graduate education.
	May serve on college and university-wide committees dealing with issues on diversity; participate in college/university efforts to evaluate the academic and personal success of multicultural students on campus.	Serve on effective college and university-wide committees dealing with issues on diversity; be a visible and respected member of the Cornell community as a resource and support for underrepresented students; participate in college/university efforts to evaluate the academic and personal success of multicultural students on campus.	Represent the College on relevant university and external committees; may serve as a University Diversity Officer.	Represent the College on relevant university and external committees; may serve as a University Diversity Officer.	Represent the College on relevant university and external committees; may serve as a University Diversity Officer.

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	<p>Coordinate with other university offices hosting programs for prospective minority students; read and evaluate applications with special attention to the development of programs aimed to recruit and enroll qualified minority students.</p>	<p>Partner with other university offices to develop programs for prospective minority students; may read and evaluate applications with special attention to the development of programs aimed to recruit and enroll qualified minority students.</p>	<p>Partner with university colleagues to coordinate comprehensive student engagement and professional development programming that fosters competencies and develops skills to enhance all students' academic success, improve retention and completion rates, and prepare students to pursue academic and non-academic careers following attainment of their degrees, working particularly to encourage student participation in these programs among students from populations historically underrepresented in undergraduate/graduate education.</p>	<p>Partner with university colleagues to coordinate comprehensive student engagement and professional development programming that fosters competencies and develops skills to enhance all students' academic success, improve retention and completion rates, and prepare students to pursue academic and non-academic careers following attainment of their degrees, working particularly to encourage student participation in these programs among students from populations historically underrepresented in undergraduate/graduate education.</p>	

## JOB FACTOR PROFILE TABLE

FACTOR PROFILE	10912 STUDENT SERVICES ASSOCIATE I, BAND E	10913 STUDENT SERVICES ASSOCIATE II, BAND F	10914 STUDENT SERVICES ASSOCIATE III, BAND G	10915 STUDENT SERVICES ASSOCIATE IV, BAND H	10916 DIRECTOR STUDENT SERVICES, BAND H	10917 SENIOR DIRECTOR STUDENT SERVICES, BAND I
<b>MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY</b>	Bachelor's degree and up to 2 years relevant experience or equivalent combination	Bachelor's degree and 2 to 4 years relevant experience or equivalent combination	Bachelor's degree and 3 to 5 years relevant experience or equivalent combination	Master's degree and 3 to 5 years relevant experience or equivalent combination	Master's degree and 5 to 7 years relevant experience or equivalent combination	Master's degree and 7 to 10 years relevant experience or equivalent combination
<b>IMPACT</b>	Moderate impact	Moderate impact	Substantial impact	Substantial impact	Substantial impact	Substantial impact
<b>CONTACTS - INSIDE</b>	Assist others Cooperation of task completion	Provide guidance Coordinate activities	Provide guidance Coordinate activities	Persuade others to take particular course of action Coordinate major activities	Persuade others to take particular course of action Coordinate major activities	Persuade others to take particular course of action Coordinate major activities
<b>CONTACTS - OUTSIDE</b>	Provide information that exists within pre-established documents and or programs	Provide/receive guidance, advice or information that must be analyzed and developed by the position	Provide/receive guidance, advice or information that must be analyzed and developed by the position	Develop and make presentations and negotiate with others	Develop and make presentations and negotiate with others	Develop and make presentations and negotiate with others
<b>CONTACTS - STUDENTS</b>	Frequent contact dealing with confidential matters	Frequent contact dealing with confidential matters	Frequent contact dealing with confidential matters	Frequent contact dealing with highly sensitive matters	Frequent contact dealing with highly sensitive matters	Frequent contact dealing with highly sensitive matters



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<b>SUPERVISION</b>	On-the-job training, guidance, advice and advise other employees in the group and to same positions performing similar work	Day-to-day supervisory direction to employees within the department	Day-to-day supervisory direction to employees within the department	Provide supervisory direction to other supervisors	Provide supervisory direction to other supervisors	Supervisory direction to other managers
<b>COMPLEXITY</b>	Occasionally adapt, combine or make improvements in an existing service, product, process or program. Work requires logic and common sense	Frequently adapt, combine or make improvements to services, products, processes or programs. Work requires of reasoning skills and judgment	Occasionally required to develop new, imaginative or innovative solutions, services, products, processes or programs. Work requires sophisticated reasoning skills	Occasionally required to develop new, imaginative or innovative solutions, services, products, processes or programs. Work requires sophisticated reasoning skills	Continually required to develop new, imaginative or innovative solutions, services, products, process or programs. Work requires conceptual and imaginative thinking in a highly complex and uncharted environment	Continually required to develop new, imaginative or innovative solutions, services, products, process or programs. Work requires conceptual and imaginative thinking in a highly complex and uncharted environment
<b>LEVEL OF DECISION MAKING</b>	Responsible for making decisions within prescribed limits and/or providing input to others for decision-making	Responsible for assisting in and influencing decisions concerning policy-setting, research, planning or students	Responsible for assisting in and influencing decisions concerning policy-setting, research, planning or students	Responsible for making decisions concerning policy-setting, research, planning or students	Responsible for making decisions concerning policy-setting, research, planning or students	Responsible for making decisions concerning policy-setting, research, planning or students
<b>FREEDOM OF ACTION</b>	General supervision Some interpretation of established policies and procedures required	General supervision Some interpretation of established policies and procedures required	Very general supervision Interpretation of work policies and procedures, and, at times deviation from standard work practice	Little direct supervision Considerable latitude for exercising judgment and self direction	Little direct supervision Considerable latitude for exercising judgment and self direction	Little direct supervision Considerable latitude for exercising judgment and self direction
<b>EFFECT OF DECISION MAKING</b>	Directly affects a functional area Minimal effect on students and employees	Directly affects multiple functional areas Limited effect on students and employees	Directly affects several departments within a college, school or administrative unit Significant effect on students and employees	Directly affects several departments within a college, school or administrative unit Significant effect on students and employees	Directly affects several departments within a college, school or administrative unit Significant effect on students and employees	Directly affects entire college or school administrative unit Critical effect on students or employees

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<b>WORKING CONDITIONS</b>	Normal working conditions, including no or limited exposure to hazardous conditions/ materials/ equipment. Safety gear may sometimes be required	Normal working conditions, including no or limited exposure to hazardous conditions/ materials/ equipment. Safety gear may sometimes be required	Normal working conditions, including no or limited exposure to hazardous conditions/ materials/ equipment. Safety gear may sometimes be required	Normal working conditions, including no or limited exposure to hazardous conditions/ materials/ equipment. Safety gear may sometimes be required	Normal working conditions, including no or limited exposure to hazardous conditions/ materials/ equipment. Safety gear may sometimes be required	Normal working conditions, including no or limited exposure to hazardous conditions/ materials/ equipment. Safety gear may sometimes be required