



Student Services Job Family: **Student Services Assistant 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.

GENERIC JOB PROFILE SUMMARIES

Student Services Assistant III INDIVIDUAL CONTRIBUTOR	Student Services Assistant IV INDIVIDUAL CONTRIBUTOR	Student Services Assistant V INDIVIDUAL CONTRIBUTOR
Maintain departmental web pages; responsible for updates of some sections of the website; routinely update sections by staff and check for accuracy; collect content updates, publications, and newsworthy items.	Assist with the development of marketing materials, mailings and tracking of contacts with prospective students; oversee the departmental website and maintain departmental web pages; responsible for updates of all sections of the website; routinely oversee the updates of all other sections by staff and checking for accuracy; collect content updates, publications, newsworthy items and manage the upkeep of the website regularly.	Assist in developing a strategic marketing plan, create and manage all marketing and communication efforts; create and maintain the website; disseminate announcements, track and certify all students completing degree.
Assist in the coordination events such as commencement, student orientation, student recruitment, campus visits, etc.	Assist in the development and coordination of events such as commencement, student orientation, student recruitment, workshops, conferences, campus visits, etc.; may assist with making travel accommodations, preparing promotional materials, creating agendas.	Develop special events, workshops, and conferences, including course workshops that would be beneficial for students; organize events, workshops, conferences, etc.; prepare slide decks, organize information sessions and guest speakers, taking care of their travel accommodations, prepare promotional materials, create agendas, and follow up on activities to create reports that evaluate the success of the event, including adding student feedback, pictures and number of attendees.
Recommend creative solutions to routine office problems relating to management, computer systems, and student services as they relate to students.	Recommend creative solutions to routine office and University problems relating to management, fiscal affairs, computer systems, and student services as they relate to students.	Recommend creative solutions to office and University problems relating to management, fiscal affairs, computer systems, and student services as they relate to students.

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	Compose correspondence such as appointment letters to faculty, letters to students verifying enrollment and commencement; process forms and petitions ensuring completeness and accuracy; follow up with appropriate individual when necessary (incomplete information, clarification, etc).	Manage and compose complex correspondence such as announcements for students, appointment letters to faculty, etc; oversee the process of completing forms and petitions ensuring completeness and accuracy; may draft semi-annual reports for the and different donors showing updates on student enrollment, class enrollment, programs and events organized which includes conferences, guest speaker lectures, and networking events, provide student feedback, etc.
	Work with International Students and Scholars Office to advise new and continuing students on immigration status; coordinate arrivals and relocation needs for foreign faculty and staff.	Work with International Students and Scholars Office to advise new and continuing students on immigration status; coordinate arrivals and relocation needs for foreign faculty and staff.
Set up and coordinate with prospective students and parents for visits to campus; maintain database of students showing an interest and the recruiting efforts for each of these students.	Set up and coordinate with prospective students and parents for visits to campus; create and maintain database of students showing an interest and the recruiting efforts for each of these students.	
	Counsel and advise students and parents regarding routine student matters.	Counsel and advise current and prospective students, and their families on academic requirements.
	Respond to questions from Faculty or field assistants regarding fellowship allocations; follow up with Faculty or field assistants to clarify policy and procedure and resolve discrepancies as they arise.	
Coordinate and maintain student records including, but not limited to entering grades, tracking grading data, reserving rooms, maintaining course information, processing course evaluation requests, entering and tracking student course enrollment, updating class rank and processing holds on student records.	Responsible for maintenance and security of the permanent records of all students matriculated; maintain course and grade records; receive and process undergraduate/graduate applications via web based system; track the progress of applications (admit, reject, withdraw, etc); organize all incoming application folders for undergraduate/graduate students and work with the admissions committee providing them with the complete folders as well as consolidate information in report form in order to coordinate the application, evaluation and admission process; produce and send acceptance/ rejection letters to all applicants.	Oversee the maintenance and security of the permanent records of all students matriculated; maintain course and grade records; receive and process undergraduate/graduate applications via web based system; track the progress of applications (admit, reject, withdraw, etc); organize all incoming application folders for undergraduate/graduate students and work with the admissions committee providing them with the complete folders as well as consolidate information in report form in order to coordinate the application, evaluation and admission process; produce and send acceptance/ rejection letters to all applicants.
	Advise faculty, staff and students on undergraduate/graduate degree requirements, including advising students on thesis and conferral requirements.	Advise faculty, staff and students on undergraduate/graduate degree requirements, including advising students on thesis and conferral requirements.

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	Initial contact person for students for any problems, concerns that they may have related to their life at Cornell as a student; provide resource information and referrals as necessary.	Counsel students that might involve difficult or sensitive situations that could involve working with Professional Counseling services (CAPS).
May assist with course enrollment; complete online grading using grading system; may make submissions to Course, Time and Room Roster, Courses of Study and Course Proposals; follow up as necessary with room assignments for class locations.	Manage course enrollment; complete online grading using grading system; make submissions to Course, Time and Room Roster, Courses of Study and Course Proposals; follow up as necessary with room assignments for class locations; assist Registrars' offices with Schedule 25 classroom assignments and Prelim and Final exam scheduling.	Coordinate with tenured, tenure track and visiting faculty members to schedule classes, make room assignments and update course rosters for graduate and undergraduate courses which change topic, faculty, time and location every semester.
		Provide course support to faculty, this includes working with Blackboard, Faculty Center, Brio, Dust, and submitting course proposals on the course proposal site; do course balancing which requires a look at each student record on people soft and notify all students that are dropped for lacking the class pre-requisites.
		Develop, manage and track course budgets.

JOB FACTOR PROFILE TABLE

FACTOR PROFILE	11546 STUDENT SERVICES ASSISTANT III, BAND C	11344 STUDENT SERVICES ASSISTANT IV, BAND D	11633 STUDENT SERVICES ASSISTANT V, BAND E
MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY	High school diploma or equivalent; more than 2 but less than 4 years or equivalent	Associate's degree or equivalent; 2 but less than 4 years of experience or equivalent.	Associate's degree or equivalent; 4 but less than 6 years of experience or equivalent.
IMPACT	Affects immediate department	Extend beyond department	Extend beyond department
CONTACTS - INSIDE	Assist others Cooperation of task completion Handle confidential information	Coordinate activities Contribute to group projects	Provide guidance or instruction
CONTACTS - OUTSIDE	Conduct somewhat complex business activities Obtain involved information Provide detailed response	Straightforward business Provide factual information Handle confidential information	Conduct somewhat complex business activities Obtain involved information Provide detailed response
CONTACTS - STUDENTS	Deal with confidential information such as grades, financial records, etc.	Deals with confidential information such as grades, financial records, etc	Deals with confidential information such as grades, financial records, etc

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SUPERVISION	None given	On-the-job training of students and temporary workers	Assigns and reviews work
COMPLEXITY	Focus on an entire field	Focus on entire field	Focus on an entire field and related areas
LEVEL OF DECISION MAKING	Responsible for making some decisions which require consideration of various criteria	Responsible for making some decisions which require consideration of various criteria.	Responsible for making some decisions which require consideration of various criteria.
FREEDOM OF ACTION	General supervision Some interpretation of established policies and procedures required	General supervision Some interpretation of established policies and procedures required	Little guidance to accomplish work activities Rarely refers situations to the supervisor
SUPPORT SKILLS – WRITING	Provide standard responses to inquiries.	Provides a non-standard response or prepares written material that requires some research	Provides a non-standard response or prepares written material that requires some research
SUPPORT SKILLS – COMPUTER	Use business or technical programs for data input or word processing to create documents or reports.	Uses a variety of business or technical programs to complete information management or production tasks	Uses a variety of business or technical programs to complete information management or production tasks
WORKING CONDITIONS - PHYSICAL	Lift less than 10 lbs.	Lift less than 10 lbs.	Lift 10 lbs. To 20 lbs.

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WORKING CONDITIONS - VISUAL	Close concentration and visual attention	Close concentration and visual attention	Close concentration and visual attention
WORKING CONDITIONS - HAZARD	Limited exposure	Limited exposure	Limited exposure