Cornell University Staff Compensation Program
Generic Job Profile Summaries

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

<table>
<thead>
<tr>
<th>PAY BAND: C</th>
<th>PAY BAND: D</th>
<th>PAY BAND: E</th>
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<tbody>
<tr>
<td>INDIVIDUAL CONTRIBUTOR</td>
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<tr>
<td>Student Services Assistant III - 11546</td>
<td>Student Services Assistant IV - 11344</td>
<td>Student Services Assistant V - 11633</td>
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</tbody>
</table>

**Student Services Assistant III**
- 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 in the coordination events such as commencement, student orientation, student recruitment, campus visits, etc.
- Recommend creative solutions to routine office problems relating to management, computer systems, and student services as they relate to students.

**Student Services Assistant IV**
- 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 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.
- Recommend creative solutions to routine office and University problems relating to management, fiscal affairs, computer systems, and student services as they relate to students.

**Student Services Assistant V**
- 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.
- 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 office and University problems relating to management, fiscal affairs, computer systems, and student services as they relate to students.
| PAY BAND: C  
| INDIVIDUAL CONTRIBUTOR  
| Student Services Assistant III - 11546  
| **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).**  
| 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.  
| Counsel and advise students and parents regarding routine student matters.  
| 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.  
| Advise faculty, staff and students on undergraduate/graduate degree requirements, including advising students on thesis and conferral requirements.  
| **PAY BAND: D  
| INDIVIDUAL CONTRIBUTOR  
| Student Services Assistant IV – 11344  
| 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.  
| 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.  
| 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.  
| Advise faculty, staff and students on undergraduate/graduate degree requirements, including advising students on thesis and conferral requirements.  
| **PAY BAND: E  
| INDIVIDUAL CONTRIBUTOR  
| Student Services Assistant V – 11633  
| 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.  
| 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.  
| 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.  
| Advise faculty, staff and students on undergraduate/graduate degree requirements, including advising students on thesis and conferral requirements.  

*Generic Job Title Summaries: Student Services Assistant Progression*

*Updated 9/14*

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**PAY BAND: C**
**INDIVIDUAL CONTRIBUTOR**
**Student Services Assistant III - 11546**

- 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.

**PAY BAND: D**
**INDIVIDUAL CONTRIBUTOR**
**Student Services Assistant IV – 11344**

- 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.

**PAY BAND: E**
**INDIVIDUAL CONTRIBUTOR**
**Student Services Assistant V - 11633**

- Counsel students that might involve difficult or sensitive situations that could involve working with Professional Counseling services (CAPS).

- 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

<table>
<thead>
<tr>
<th>FACTOR PROFILE</th>
<th>STUDENT SERVICES ASSISTANT III</th>
<th>STUDENT SERVICES ASSISTANT IV</th>
<th>STUDENT SERVICES ASSISTANT V</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY</strong></td>
<td>Formal training beyond a high school diploma of 6 months to 1 year’s duration or equivalent</td>
<td>Associate’s degree; technical/vocational school degree; 1 but less than 2 years of experience or equivalent</td>
<td>Associate’s degree; technical/vocational school degree; 2 but less than 4 years of experience or equivalent</td>
</tr>
<tr>
<td><strong>IMPACT</strong></td>
<td>Affects immediate department</td>
<td>Extend beyond department</td>
<td>Extend beyond department</td>
</tr>
<tr>
<td><strong>CONTACTS - INSIDE</strong></td>
<td>Assist others&lt;br&gt;Cooperation of task completion&lt;br&gt;Handle confidential information</td>
<td>Coordinate activities&lt;br&gt;Contribute to group projects</td>
<td>Provide guidance or instruction</td>
</tr>
<tr>
<td><strong>CONTACTS - OUTSIDE</strong></td>
<td>Conduct somewhat complex business activities&lt;br&gt;Obtain involved information&lt;br&gt;Provide detailed response</td>
<td>Straightforward business&lt;br&gt;Provide factual information&lt;br&gt;Handle confidential information</td>
<td>Conduct somewhat complex business activities&lt;br&gt;Obtain involved information&lt;br&gt;Provide detailed response</td>
</tr>
<tr>
<td><strong>CONTACTS - STUDENTS</strong></td>
<td>Deal with confidential information such as grades, financial records, etc.</td>
<td>Deals with confidential information such as grades, financial records, etc</td>
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</tr>
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<tr>
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</tr>
<tr>
<td>SUPERVISION</td>
<td>None given</td>
<td>On-the-job training of students and temporary workers</td>
<td>Assigns and reviews work</td>
</tr>
<tr>
<td>COMPLEXITY</td>
<td>Focus on an entire field</td>
<td>Focus on entire field</td>
<td>Focus on an entire field and related areas</td>
</tr>
<tr>
<td>LEVEL OF DECISION MAKING</td>
<td>Responsible for making some decisions which require consideration of various criteria</td>
<td>Responsible for making some decisions which require consideration of various criteria.</td>
<td>Responsible for making some decisions which require consideration of various criteria.</td>
</tr>
<tr>
<td>FREEDOM OF ACTION</td>
<td>General supervision Some interpretation of established policies and procedures required</td>
<td>General supervision Some interpretation of established policies and procedures required</td>
<td>Little guidance to accomplish work activities Rarely refers situations to the supervisor</td>
</tr>
<tr>
<td>SUPPORT SKILLS – WRITING</td>
<td>Provide standard responses to inquiries.</td>
<td>Provides a non-standard response or prepares written material that requires some research</td>
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</tr>
<tr>
<td>SUPPORT SKILLS – COMPUTER</td>
<td>Use business or technical programs for data input or word processing to create documents or reports.</td>
<td>Uses a variety of business or technical programs to complete information management or production tasks</td>
<td>Uses a variety of business or technical programs to complete information management or production tasks</td>
</tr>
<tr>
<td>WORKING CONDITIONS - PHYSICAL</td>
<td>Lift less than 10 lbs.</td>
<td>Lift less than 10 lbs.</td>
<td>Lift 10 lbs. To 20 lbs.</td>
</tr>
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<tr>
<td>WORKING CONDITIONS - VISUAL</td>
<td>Close concentration and visual attention</td>
<td>Close concentration and visual attention</td>
<td>Close concentration and visual attention</td>
</tr>
<tr>
<td>WORKING CONDITIONS - HAZARD</td>
<td>Limited exposure</td>
<td>Limited exposure</td>
<td>Limited exposure</td>
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</tbody>
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