

**STUDENT SERVICES MANAGER**

Job Classification

Adopted: April 17, 2005

Revised: August 31, 2022

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Provide in depth analysis and interpretation of information that is gathered/received

Authorized to commit the organization to expenditures

Develop and implement rules, regulation

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### Education and Experience:

Bachelor's degree in a related field and two years progressively responsible relevant experience, or an equivalent combination of training and experience.

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**Level 1A**

**PCLS: 06044**

**Grade 80**

**Exempt**

### Descriptors

Work is performed under administrative supervision. Manage and coordinate a moderately complex\* student services unit that is moderate in complexity\* AND scope\*. Perform advanced student services professional duties. Responsible for fiscal management and policy development as they pertain to area(s) of expertise; and supervise employees assisting in the administration of program/department goals and outcomes. Evaluate and identify potential opportunities and partners, and negotiate,

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### Knowledge, Skills, and Abilities

Same as level 1A, plus: Ability to determine appropriateness of exception requests. Ability to interpret and articulate changes to existing laws and regulations. Ability to develop and manage budgets. Knowledge of program design.

### Education and Experience

Bachelor's degree in related field and four years progressively responsible relevant experience and one years management experience, or an equivalent combination of training and experience.

### Descriptors

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**Level 2B**  
**PCLS: 06045**

**Grade 82**  
**Exempt**

### Descriptors

Work is performed under general direction. Direct a student services unit that is moderate in complexity\* AND scope\*. Grant and/or deny exceptions and ensure compliance with applicable rules, regulations, processes, policies, and procedures. Recommend and create new programs, develop processes and participate in the planning process. Develop and manage the budget. In conjunction with higher level managers participate in strategic and long range planning. Assume functions and responsibilities in absence of higher level staff. In conjunction with executive management, set direction for larger reporting units. This level is distinguished from the lower levels by the responsibility for independently developing, recommending and creating new programs and policies free from supervisor's review. Decisions made at this level would impact university-wide policies and procedures.

### Knowledge, Skills, and Abilities

Same as level two, plus: Ability to develop and implement policy. Knowledge of accepted strategic and long range planning practices. Ability to develop and recommend programs/projects.

### Education and Experience

Bachelor's degree in a related field and five years progressively responsible relevant



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**Level 3**  
**PCLS: 06043**

**Grade 83**  
**Exempt**

### Descriptors

Work is performed under long-range administrative direction. Direct a diverse unit that is both large in complexity\* AND scope\*. Typically a second line supervisor\*\*. Authorized to commit the organization to major expenditures and obligations. Authorized to approve/deny formal exceptions prior to executive appeal. Develop processes, long range and strategic plans, and participate in planning organization wide. Accountable for the overall outcomes of the unit. Develop and assess programs, and implement plans based on assessment.

### Knowledge, Skills, and Abilities

Same as level 2B, plus: Ability to create and implement effective long range and strategic plans. Extensive knowledge of processes to understand how activities affect MAU. Increased depth and breadth of knowledge and accountability in unit operations. Expert planning and leadership skills. Ability to identify, organize, plan and allocate resources.

### Education and Experience

Master's degree in a related field and five years progressively responsible higher education experience and three years management experience, or an equivalent combination of training and experience.

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- \* **Complexity:** Refers to the higher level interpretation of and diversity of rules and regulations (e.g. Buckley Amendment (FERPA), Federal, State and University regulations, Title IV of the Federal Code of Regulations, INS (SEVIS) Veterans Administration Rules and regulations, state statutes and laws, professional organization standards and CAS standards). Complexity increases as the application, interpretation, and frequency of working with these rules and regulations increases. Complex positions typically work with external constituencies, multiple departments, faculty, and campuses. Complexity increases as positions more frequently work with these entities.
  - \* **Scope:** Refers to the impact a student services unit has on the organization or those it impacts, or the size of the organization.
  - \*\* **Lead:** Provide day-to-day guidance, training and direction for staff in addition to other duties. Regularly assign and review work. Is fluent in the assigned area of responsibility.



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- \*\* **Supervise:** Hire, train, evaluate performance and initiate corrective action of regular staff members.
- \*\* **Second-Line Supervisor:** Supervises managers.