

STUDENT SERVICES REPRESENTATIVE

TOMPKINS COUNTY

Department TC-3  
Classification Competitive  
Labor Grade G  
Approved July 18, 1996  
Revised \_\_\_\_\_  
By AF, Commissioner of Personnel

**DISTINGUISHING FEATURES OF THE CLASS:** An employee in this class is responsible for independently performing complex clerical operations and for relieving related departments of contacts which should properly be made with the Student Service Center. The employee provides general information and assistance to students and prospective students regarding procedures and communications related to enrollment: admissions, advisement, financial aid, registration and student billing. The work calls for frequent exercise of independent judgment in giving out information regarding College policies and practices, and in planning the routine of the Student Service Center. The correspondence duties of these employees are distinguished by the fact that most letters and releases of a routine recurring nature are composed personally. Employees in this class work under general supervision, receiving detailed instructions only when policies have not been determined. Only unusually important or complicated assignments are checked in detail upon completion. Employees in this class may exercise immediate supervision over the work of clerical assistants. The incumbent will perform all related duties as required.

**TYPICAL WORK ACTIVITIES:**

Maintains contacts with areas of the College related to the functions of the Student Services Center, screening material submitted for compliance with procedures and policies, scheduling appointments, answering a variety of inquiries by telephone and in person, and by preparing answers to correspondence under their own signatures;

Collects information to be used as a basis for reports and memoranda, and prepares summaries and reports of various phases of the Center's activities;

Maintains Center files and directs the operation of the file system of the Center (both manual and computerized);

Receives and reads all mail addressed to the Center; personally answering many letters, and screening and referring appropriate mail with background materials to related departments for action;

Keeps complex records of activities of the Center;

Types correspondence, memorandum and reports and other documents using a typewriter, word processor, or personal computer;

Participates in other administrative functions such as interviewing personnel, processing of personnel and payroll records, departmental budget preparation and control;

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**STUDENT SERVICES REPRESENTATIVE (CONTINUED)**

**TYPICAL WORK ACTIVITIES (CONTINUED):**

Assigns work, furnishes guidance while work is in progress and reviews finished work on completion;  
Trains new employees;  
Assists students or prospective students with information and procedures related to course selection, course registration, financial aid application process, student billing, and procurement of course materials such as textbooks;  
Registers and assists students with the process of registering for courses and accepts payments for student bills, receives requests for student transcripts, processes drop/add and withdrawal requests;  
Contacts students who are not attending classes, are on the stop list, have not registered, need to pay their bill, have not applied for financial aide, or other similar matters;  
Refers students to faculty advisors, mentors, or career counselors when assistance is needed beyond what the student services representative can provide.  
Facilitates the scheduling of appointment for students needing assistance with other offices and ensures that the student and the referred office understand the reason for the appointment;  
Tracks students' progress toward meeting their degree requirements.  
Assists the Assistant Registrar in notifying students of their advisors regarding final degree requirements prior to graduation;  
Advises the Assistant Registrar regarding needed changes to make the registration, financial aide and student billing processes more effective and efficient.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of general office terminology, procedures and equipment;  
Thorough knowledge of business arithmetic and English;  
Good knowledge of the organization, functions, laws, policies and regulations of the College;  
Ability to handle routine administrative details independently, including the composition of letters and memoranda;  
Ability to plan and supervise the work of others;  
Ability to understand and carry out complex oral and written instructions;  
Ability to establish and maintain cooperative relations with the public, internal College personnel and other governmental and private agencies;  
Ability to operate an alphanumeric keyboard such as a typewriter, word processor or personal computer at an acceptable rate of speed;  
Ability to perform close detail work involving considerable visual effort and strain;  
Physical condition commensurate with the demands of the position.

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STUDENT SERVICES REPRESENTATIVE (CONTINUED)

MINIMUM QUALIFICATIONS: EITHER:

- (a) Graduation from a regionally accredited or New York State registered two year college with an associates degree in secretarial science or a closely related field **AND** two years of clerical experience involving typing using a typewriter, word processor or personal computer; **OR**
- (b) Graduation from high school or possession of a high school equivalency diploma **AND** four years of clerical experience involving typing using a typewriter, word processor or personal computer; **OR**
- (c) Any equivalent combination of training and experience as defined by the limits of (a) and (b) above.