

Student Services Job Function

FSS Student Services Mgt III

Grade: 57

Job Code: S0357M

Job Family: Student Services

Job Family Matrix: [Student Services Matrix](#)

Summary

Manage assessment needs of the student body and the organization of educational, social and cultural activities.

Core Duties

- Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment
- Develop and implement programs to enhance the quality of the student experience; manage processes, outreach, content and finances
- Act as a primary advising resource for students and faculty program requirements, academic degree progress, leaves of absence, cross-registration, adviser selection, and quality of life
- Manage events and conferences including developing content, structure, and publicity, coordinating with other Harvard offices and groups, and managing logistical details
- Advise student organizations on a variety of matters including risk reduction strategies, safe alcohol management, budgeting and goal setting
- Produce and analyze reports to analyze program and event data
- May determine accessibility eligibility and promote available resources and options that are available
- May work with the Title IX office on best practices, and coordination of the University's overall response to Title IX issues
- Develop and implement comprehensive event management training programs for student organization leaders
- Interpret and clarify local and University policies and procedures for student leaders
- Ensure compliance with University policies and procedures and applicable legal rules and regulations

Basic Qualifications

- Bachelor's degree or equivalent work experience required
- Minimum of 5 years' relevant work experience

Additional Qualifications and Skills

- Supervisory experience
- Knowledge of Microsoft Office Suite, intermediate Excel skills
- Ability to work with students, student organizations, colleagues, clients and external organizations
- Communication skills (both written and verbal)

Certificates and Licenses

Physical Requirements

- Sitting using near vision use for reading and computer use for extended periods of time
- Lifting (approximately 20 to 30 pounds), bending, and other physical exertion

Working Conditions

- Work is performed in an office setting
- May be required to work nights and weekends