

## Student Services Job Function

# FSS Student Services Mgt V

Grade: 59

Job Code: S0359M

Job Family: Student Services

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

## Summary

Oversee administration for student service operations including the development, organization, management, and implementation of all programs and events for students and student organizations.

## 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
- Oversee the design and implementation of programs to enhance the quality of the student experience; manage processes, outreach, content and finances
- Provide individual and group advising in support of students' well-being, success and completion of degree requirements
- Provide student organizations with guidance and advising including training, strategic planning, financial oversight, and policy and procedures
- Oversee the implementation of events, seminars, and conferences including developing content and structure, publicity, coordination with other Harvard offices and groups and logistical details
- Develop reports, analyze data and trends to refine procedures, policies and practice
- May plan and manage departmental budget
- May review accommodation request and determine eligibility
- May serve as primary contact for students in regards to Title IX; disseminate information about policies, manage and keep track of cases and provide guidance and support to students
- Collaborate with leadership to continuously improve student services policies
- Develop and implement operational policies, procedures and training for staff
- 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 8 years' relevant work experience
- Supervisory experience

## Additional Qualifications and Skills

- Master's degree in relevant field preferred
- Knowledge of Microsoft Office Suite, advanced excel skills
- Ability to work with students, 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

