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