

Student Services Job Function

FSS Student Services Mgt VI

Grade: 60

Job Code: S0360M

Job Family: Student Services

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

Summary

Direct all aspects of 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
- Direct the design and implementation of programs to enhance the quality of the student experience of the student experience; manage the 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
- Direct the implementation of events, seminars and conferences including developing content and structure, publicity, coordination with other Harvard offices and groups and logistical details
- Prepare annual reports on the activities of programs and setting future goals
- May develop, manage and oversee 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 in the strategic planning and policy development for all matters related to student organizations
- Design and provide training and resources for students and 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 10 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