

Job Family Matrix

Job Function: Faculty and Student Services		Job Family: Student Services - Professional	
Job Family Summary: Perform or manage a range of student service activities which may include programs, events, advising and services for students while encouraging student engagement.			
Job Title: FSS Student Services Officer I		Job Title: FSS Student Services Officer II	
Job Code: S0355P		Job Code: S0356P	
Grade Level: 55 Exemption: Exempt		Grade Level: 56 Exemption: Exempt	
Effective/Revision Date: July 2019		Effective/Revision Date: July 2019	
Job Summary		Job Summary	
Independently advise student groups on extracurricular events and programming; maintain programs designed to enhance student and community life.		Independently perform a wide range of tasks related to student services including program development, delivery and advising.	
Typical Core Duties		Typical Core Duties	
<ul style="list-style-type: none"> • Administer planning and implementation of programs which may include managing event calendars, researching new programs, and coordinating with emergency related services • Act as initial advising resource for students and faculty questions about program requirements, academic degree progress, leaves of absence, cross-registration, adviser selection, and quality of life • Provide logistical and programmatic support and advising to student organizations regarding effective organizational and event management leadership and learning • Serve as the primary on-site staff person for student events; ensure student safety • Prepare reports related to prospective student outreach and programs • May collect and review accessibility documentation • May work with the Title IX office in order to provide services to students • 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 		<ul style="list-style-type: none"> • Administer and assist with program development and delivery which may include process design, communications, recruitment, and finance • Act as an advising resource for students and faculty program requirements, academic degree progress, leaves of absence, cross-registration, adviser selection, and quality of life • Organize events and conferences including developing content, structure, and publicity, coordinating with other Harvard offices and groups, and planning logistical details • Advise student organizations on effective organizational and event management; ensure student safety • Prepare and analyze reports related to prospective student outreach and programs • May review accessibility documentation and determine accessibility eligibility • May work with the Title IX office in order to provide services to students • 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 	
		<ul style="list-style-type: none"> • 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 available options • 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 	

Job Family Matrix

Basic Qualifications	Basic Qualifications	Basic Qualifications
<ul style="list-style-type: none"> • Bachelor's degree or equivalent work experience required • Minimum of 1 year relevant work experience 	<ul style="list-style-type: none"> • Bachelor's degree or equivalent work experience required • Minimum of 3 years' relevant work experience 	<ul style="list-style-type: none"> • Bachelor's degree or equivalent work experience required • Minimum of 5 years' relevant work experience
Additional Qualifications and Skills	Additional Qualifications and Skills	Additional Qualifications and Skills
<ul style="list-style-type: none"> • 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) 	<ul style="list-style-type: none"> • 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) 	<ul style="list-style-type: none"> • Knowledge of Microsoft Office Suite, advanced Excel skills • Ability to work with students, student organizations, colleagues, clients and external organizations • Communication skills (both written and verbal)
Certificates and Licenses	Certificates and Licenses	Certificates and Licenses
Physical Requirements	Physical Requirements	Physical Requirements
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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	Working Conditions	Working Conditions
<ul style="list-style-type: none"> • Work is performed in an office setting • May be required to work nights and weekends 	<ul style="list-style-type: none"> • Work is performed in an office setting • May be required to work nights and weekends 	<ul style="list-style-type: none"> • Work is performed in an office setting • May be required to work nights and weekends

Job Family Matrix

Job Function: Faculty and Student Services		Job Family: Student Services - Professional	
Job Family Summary: Perform or manage a range of student service activities which may include programs, events, advising and services for students while encouraging student engagement.			
Job Title: FSS Student Services Officer IV		Job Title: FSS Student Services Officer V	
Job Code: S0358P		Job Code: S0359P	
Grade Level: 58 Exemption: Exempt		Grade Level: 59 Exemption: Exempt	
Effective/Revision Date:		Effective/Revision Date:	
Job Summary		Job Summary	
Lead all facets of program administration for student services, serve as a subject matter expert, and provide counseling for students and student groups.		Oversee student services activities such as program development, event planning, and counseling for student and student groups.	
Typical Core Duties		Typical Core Duties	
<ul style="list-style-type: none"> Design and implement student development programs focusing on leadership, experiential learning, and other potential areas of growth for student leaders and organizations Function as subject matter expert or project lead Advise and support student organizations by offering programming advice and assistance, and mentoring organizational leadership and academic advisors Organize workshops seminars, and social events to enhance program cohesion Collaborate with management to develop strategic goals for student services Develop specialized reports; analyze data and make recommendations for use in strategic planning May provide coaching and staff training May determine accessibility eligibility and promote available resources and options that are available May assess potential community safety concerns that pertain to Title IX; and make recommendations for improvements Assist senior management in formulating student service policies and procedures; make recommendations to improve overall administration Ensure compliance with University policies and procedures and applicable legal rules and regulations 		<ul style="list-style-type: none"> Oversee the development and implementation of student development programs focusing on leadership, experiential learning, and other potential areas of growth for Harvard College student leaders and organizations Function as subject matter expert or project lead Advise and support student organizations by offering programming advice and assistance, mentoring organizational leadership and academic advisors Oversee the implementation of workshops, seminars and social events to enhance program cohesion Serve as a senior strategist and advise management on strategic goals for student services Oversee new initiatives to recruit prospective students and enhance the quality of the student experience Develop specialized and ad hoc reports to track trends, yields and metrics May provide training and resources for advisors May determine accessibility eligibility and promote available resources and options that are available May assess potential community safety concerns that pertain to Title IX; and make recommendations for improvements Identify areas for improvement within existing student service policies and procedures; recommend improvements Ensure compliance with University policies and procedures and applicable legal rules and regulations 	
<ul style="list-style-type: none"> Direct the development and implementation of student development programs focusing on leadership, experiential learning, and other potential areas of growth for student leaders and organizations Function as subject matter expert or project lead Advise and support student organizations by offering programming advice and assistance, mentoring organizational leadership and academic advisors Create workshops, seminars, and social events to enhance program cohesion Create and develop new initiatives to recruit prospective students and enhance the quality of the student experience Support student organizations by offering programming advice and assistance, mentoring organizational leadership and advisors Ensure accurate and timely reporting and analysis for use in strategic planning; Develop specialized and ad hoc reports to track trends, yields and metrics May design training and resources for advisers May determine accessibility eligibility and promote available resources and options that are available May assess potential community safety concerns that pertain to Title IX; and make recommendations for improvements Develop, recommend and implement program policies and processes Ensure compliance with University policies and procedures and applicable legal rules and regulations 			

Job Family Matrix

Basic Qualifications	Basic Qualifications	Basic Qualifications
<ul style="list-style-type: none"> • Bachelor's degree or equivalent work experience required • Minimum of 7 years' relevant work experience 	<ul style="list-style-type: none"> • Bachelor's degree or equivalent work experience required • Minimum of 8 years' relevant work experience 	<ul style="list-style-type: none"> • Bachelor's degree or equivalent work experience required • Minimum of 10 years' relevant work experience
Additional Qualifications and Skills	Additional Qualifications and Skills	Additional Qualifications and Skills
<ul style="list-style-type: none"> • Master's degree in relevant field • Knowledge of Microsoft Office Suite, advanced excel skills • Ability to work with students, student organizations, colleagues, clients and external organizations • Communication skills (both written and verbal) 	<ul style="list-style-type: none"> • Master's degree in relevant field • Knowledge of Microsoft Office Suite, advanced excel skills • Ability to work with students, student organizations, colleagues, clients and external organizations • Communication skills (both written and verbal) 	<ul style="list-style-type: none"> • Master's degree in relevant field • Knowledge of Microsoft Office Suite, advanced excel skills • Ability to work with students, student organizations, colleagues, clients and external organizations • Communication skills (both written and verbal)
Certificates and Licenses	Certificates and Licenses	Certificates and Licenses
Physical Requirements	Physical Requirements	Physical Requirements
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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	Working Conditions	Working Conditions
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Job Family Matrix

Job Function: Faculty and Student Services		Job Family: Student Services - Management	
Job Family Summary: Perform or manage a range of student service activities which may include programs, events, advising and services for students while encouraging student engagement.			
Job Title: FSS Student Services Mgt I		Job Title: FSS Student Services Mgt II	
Job Code: S0355M		Job Code: S0356M	
Grade Level: 55 Exemption: Exempt		Grade Level: 56 Exemption: Exempt	
Effective/Revision Date: July 2019		Effective/Revision Date: July 2019	
Job Summary		Job Summary	
Manage student groups extracurricular events and programming; maintain programs designed to enhance student and community life.		Manage a wide range of tasks related to student services including program development delivery and advising.	
Typical Core Duties		Typical Core Duties	
<ul style="list-style-type: none"> • 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 • Administer planning and implementation of programs which may include managing event calendars, researching new programs, and coordinating with emergency related services • Act as initial advising resource for students and faculty questions about program requirements, academic degree progress, leaves of absence, cross-registration, adviser selection, and quality of life • Provide logistical and programmatic support and advising to student organizations regarding effective organizational and event management leadership and learning • Serve as the primary on-site staff person for student events; ensure student safety • Prepare reports related to prospective student outreach and programs • May collect and review accessibility documentation • May work with the Title IX office in order to provide services to students • 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 		<ul style="list-style-type: none"> • 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 • Administer and assist with program development and delivery which may include process design, communications, recruitment, and finance • Act as an advising resource for students and faculty program requirements, academic degree progress, leaves of absence, cross-registration, adviser selection, and quality of life • Organize events and conferences including developing content, structure, and publicity, coordinating with other Harvard offices and groups, and planning logistical details • Advise student organizations on effective organizational and event management; ensure student safety • Prepare and analyze reports related to prospective student outreach and programs • May review accessibility documentation and determine accessibility eligibility • May work with the Title IX office in order to provide services to students • 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 	
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<ul style="list-style-type: none"> • 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 		<ul style="list-style-type: none"> • 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 	

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Additional Qualifications and Skills	Additional Qualifications and Skills	Additional Qualifications and Skills
<ul style="list-style-type: none"> • 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) 	<ul style="list-style-type: none"> • 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) 	<ul style="list-style-type: none"> • 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)
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Job Code: S0358M		Job Code: S0359M	
Grade Level: 58 Exemption: Exempt		Grade Level: 59 Exemption: Exempt	
Effective/Revision Date: July 2019		Effective/Revision Date: July 2019	
Job Summary		Job Summary	
Lead wide range of Student Services task including training and strategic planning and identifies and designs new programming for student organizations.		Oversee administration for student service operations including the development, organization, management, and implementation of all programs and events for students and student organizations.	
Typical Core Duties		Typical Core Duties	
<ul style="list-style-type: none"> • 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 • Identify and design programs to enhance the quality of the student experience 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 • Implement events seminars, and conferences including developing content and structure, publicity, coordination with other Harvard offices and groups and logistical details • Advise student organizations on a variety of matters including training, strategic planning, financial oversight, and policy and procedures • Design complex reports to support student services goals; analyze student services metrics to support strategic planning • May review accommodation request and determine eligibility • May assess potential community safety concerns that pertain to Title IX; and make recommendations for improvements • May manage departmental budget • Collaborate with leadership in the strategic planning and policy development for all matters related to student organizations • Ensure compliance with University policies and procedures and applicable legal rules and regulations 		<ul style="list-style-type: none"> • 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 	
		<ul style="list-style-type: none"> • 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 	

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Basic Qualifications	Basic Qualifications	Basic Qualifications
<ul style="list-style-type: none"> • Bachelor's degree or equivalent work experience required • Minimum of 7 years' relevant work experience 	<ul style="list-style-type: none"> • Bachelor's degree or equivalent work experience required • Minimum of 8 years' relevant work experience • Supervisory experience 	<ul style="list-style-type: none"> • Bachelor's degree or equivalent work experience required • Minimum of 10 years' relevant work experience • Supervisory experience
Additional Qualifications and Skills	Additional Qualifications and Skills	Additional Qualifications and Skills
<ul style="list-style-type: none"> • Supervisory experience • Master's degree in relevant field • Knowledge of Microsoft Office Suite, advanced excel skills • Ability to work with students, colleagues, clients and external organizations • Communication skills (both written and verbal) 	<ul style="list-style-type: none"> • 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) 	<ul style="list-style-type: none"> • 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)
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Physical Requirements	Physical Requirements	Physical Requirements
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