

Student Services Job Function

FSS Student Services Mgt II

Grade: 56

Job Code: S0356M

Job Family: Student Services

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

Summary

Manage a wide range of tasks related to student services including program development delivery and advising.

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
- 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

Basic Qualifications

- Bachelor's degree or equivalent work experience required
- Minimum of 3 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