

Student Services Job Function

FSS Student Services Mgt IV

Grade: 58

Job Code: S0358M

Job Family: Student Services

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

Summary

Lead wide range of Student Services task including training and strategic planning and identifies and designs new programming for 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
- 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

Basic Qualifications

- Bachelor's degree or equivalent work experience required
- Minimum of 7 years' relevant work experience

Additional Qualifications and Skills

- 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)

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