



Student Services: Job Summaries

Job Code	Job Title	University Job Summary
35713 35712 35711	Senior/Vice Provost, Student Services	Senior/Vice Provost, Student Services provide strategic executive leadership for all Student Services activities, programs, and services. They are responsible for strategic development and administration of the Student Services mission, goals, programs, and student activities and services. They serve as members of the President's Council and may hold the title of Vice President. Senior/Vice Provosts represent the university externally to stakeholders and government agencies and internally as appropriate. They possess the authority to set and change the strategic goals of the areas assigned and exercise considerable latitude on how results are achieved. They exercise independent judgement for complex issues where the quality of decision-making has a critical impact on students, the strategic and operational goals of assigned areas, and the university mission. Senior/Vice Provosts typically report to the university president or executive leadership.
35613 35612 35611	Senior Associate Vice Provost, Student Services	Senior Associate Vice Provosts provide executive leadership to Student Services activities, programs, and services. They are responsible for providing assessment of programming, policy development, and budget development and oversight. They may be responsible for the performance and development of directors, managers, professionals, and support staff. They may hold the title of Associate Vice President and may represent the Senior/Vice Provost by articulating the university's vision, mission, and values to internal and external stakeholders. Under the direction of the Senior/Vice Provost, Senior Associate Vice Provosts possess the authority to set and change the strategic goals of the business units or functional areas assigned, exercising considerable latitude on how results are achieved. Senior Associate Vice Provosts typically report to the Senior/Vice Provost.
35516 35515 35514	Associate Vice Provost, Student Services	Associate Vice Provosts provide strategic executive leadership for all Student Services activities, programs, and services. They are responsible for strategic development and administration of the Student Services mission, goals, programs, and student activities and services. They serve as members of the President's Council and may hold the title of Vice President. Utilizing a comprehensive knowledge of the service or functional area, Associate Vice Provosts provide strategic and long-term planning, implementation, and assessment of major functional areas and ensure long-term goals are supported by the appropriate allocation of staff, space, and financial resources. They articulate the university's vision, mission, and values to internal and external stakeholders. Actions at this level have a critical impact on the overall university service delivery and legal compliance. Under the direction of the Senior/Vice Provost, Associate Vice Provosts possess the authority to set and change the strategic goals of the areas assigned and exercise considerable latitude on how results are achieved. They typically report to the executive leadership.
35513 35512 35511	Assistant Vice Provost, Student Services	Assistant Vice Provosts provide strategic leadership and management of Student Services objectives, ensuring long-term goals are aligned with industry best practices. They provide strategic and long-term planning, implementation, and assessment of major functional areas and ensure long-term goals are supported by the appropriate allocation of staff, space, and financial resources. They articulate the university's vision,



Job Code	Job Title	University Job Summary
		<p>mission, and values to internal and external stakeholders and may hold the title of Executive Director. Actions at this level have a critical impact on the overall university service delivery and legal compliance. In consultation with the Senior/Vice Provost or Senior Associate Vice Provost, Assistant Vice Provosts possess the authority to set and change the strategic goals of the business units or functional areas assigned and exercise independent judgment for complex issues while unprecedented issues may be referred to a higher level for resolution. They typically report to executive leadership.</p>
35416 35415 35414 35413 35412 35411	Director, Student Services	<p>Directors typically provide operational management for a university-wide Student Services program within a division, center, or department with shared-responsibility for planning, policy formation, and strategic implementation of programs or services. They typically ensure policy and legal compliance and manage other professional staff. Directors collaborate with internal and external constituents to achieve overall strategic goals. They have a significant impact within the department, influencing service delivery and operational goals. Under the direction of senior leadership, they exercise independent judgement for complex issues to ensure departmental objectives are met. They typically report to executive leadership.</p> <p>NOTE: The Director job is a supervisory job and is intended for positions that have three or more full-time direct reports who are typically managers of functional areas. Positions that meet the scope of the Director job that have fewer than three full-time direct reports should be placed in the Senior Administrator job.</p> <p>Senior Directors are responsible for long-range strategic planning and must possess a comprehensive knowledge of the service or functional area. They advance the service or functional area's strategic goals through innovative new programs, services, or practices. Senior Directors assume a higher level of responsibility and authority in compliance and legal matters.</p>
35336 35335 35334	Associate Director, Student Services	<p>Associate Directors typically serve as operational managers providing daily administration for a university-wide student services program. They typically ensure policy and legal compliance, manage other professional staff, and support the implementation of strategic and operational goals established by executive and senior leadership. Associate Directors collaborate with internal and external constituents. They have a measurable impact within the department, influencing service delivery and operational goals. Under the direction of senior leadership, they exercise independent judgement for complex issues, referring more complex issues to a higher level. They typically report to executive leadership.</p> <p>NOTE: The Associate Director job is a supervisory job that is intended for positions that have three or more full-time direct reports who are typically managers of functional areas. Positions that meet the scope of the Associate Director job that have fewer than three full-time direct reports should be placed in the Senior Administrator job.</p>
35333 35332 35331	Assistant Director, Student Services	<p>Assistant Directors support strategic goals and the university mission by providing daily administration of a program or administrative function. They are operational managers responsible for the supervision and development of staff or the development and implementation of services. They may be responsible for multiple components of a</p>



Job Code	Job Title	University Job Summary
		<p>comprehensive or specialized program. They implement the operational goals established by executive and senior leadership. Assistant Directors typically serve as liaisons between internal departments or functional areas in order to achieve operational goals. They have a measurable impact within the department and influence service delivery and operational goals. Under intermittent supervision, they exercise independent judgement for complex issues, referring more complex issues to a higher level. They typically report to executive leadership.</p> <p>NOTE: The Assistant Director job is a supervisory job and is intended for positions that have three or more full-time direct reports who are typically managers of functional areas. Positions that meet the scope of the Assistant Director job that have fewer than three full-time direct reports should be placed in the Administrator job.</p> <p>Senior Assistant Directors participate in long-range strategic planning, which requires a comprehensive knowledge of the service or functional area. They advance the service or functional area's strategic goals beyond daily operations through innovative new practices. Senior Assistant Directors assume a higher level of responsibility and authority in compliance and legal matters.</p>
35326 35325 35324 35323 35322 35321	Manager, Student Services	<p>Managers serve as operational managers responsible for one or more Student Services program's daily administration. They may be responsible for areas such as ensuring policy and legal compliance; administering budgets; managing multimedia communications; recruiting, training, and supervising a team of staff, interns, or students; and special projects and other related operational activities. In consultation with senior leadership, they develop processes and implement new programs. They have a measurable impact within the department and influence service delivery in the school, department, or business unit. Managers work under intermittent supervision, resolving routine-to-complex issues independently. They typically report to a director or senior administrator.</p> <p>NOTE: The Manager job is a supervisory job and is intended for positions that have three or more full-time direct reports. Positions that meet the scope of the Manager and Senior Manager jobs and have fewer than three full-time direct reports should be placed in the Administrator job.</p> <p>Senior Managers participate in long-range strategic planning, which requires a comprehensive knowledge of the service or functional area. They advance the service or functional area's strategic goals beyond daily operations through innovative new practices. Senior Managers assume a higher level of responsibility and authority in compliance and legal matters.</p>
35316 35315 35314 35313 35312 35311	Supervisor, Student Services	<p>Supervisors provide oversight of daily operations of a small-to-medium team of Student Services staff engaged in support of the university's student population. They may be responsible for areas such as admissions, career counseling, financial aid, diversity outreach, course registration, and graduation. Supervisors ensure that day-to-day operations align with short-term goals and objectives; may help senior leadership develop processes or implement new programs and/or services; and may serve as liaisons between internal departments or functional areas. They may serve as a resource for lower-level staff. Their decision-making has a measurable impact on service delivery</p>



Job Code	Job Title	University Job Summary
		<p>and operational goals. Supervisors work under intermittent supervision, resolving routine-to-complex issues independently and referring more complex issues to higher level management. They typically report to a manager or director or in some areas may report to an administrator.</p> <p>NOTE: The Supervisor job is intended for positions that, as a general rule, have three or more full-time direct reports. However, the nature of some job families and the intentional staffing patterns allow for supervisor positions that manage the work assignments, hiring, and discipline of more than three hourly (wage) and/or student positions. Positions that meet the scope of the Supervisor job and consistently have hourly (wage) or student direct reports may be placed in the Supervisor job, in consultation with Human Resources. Otherwise, positions that do not have three full-time direct reports and do not consistently manage three or more hourly (wage) or student direct reports should be placed in the individual contributor job that best fits the overall job content.</p> <p>Senior Supervisors participate in long-range strategic planning, which requires a comprehensive knowledge of the service or functional area. They advance the service or functional area's strategic goals beyond daily operations through innovative new practices. Senior Supervisors assume a higher level of responsibility and authority in compliance and legal matters.</p>
35916 35915 35914 35913 35912 35911	Administrator, Student Services	<p>Administrators provide administrative management of one or more functional units, departments, or business units. They are typically responsible for overseeing and coordinating all administrative affairs, with strategic management of daily operations as a primary purpose. The role may have direct and indirect reports. They typically serve as liaisons between internal departments or functional areas in order to achieve operational goals and serve as a resource to lower-level staff. Their decision-making has a significant impact on service delivery and student success. Administrators work under intermittent supervision, resolving complex issues independently and referring unprecedented issues to a higher level. They typically report to executive or senior leadership.</p> <p>NOTE: The primary purpose of the administrator job is the strategic management of daily operations and not primarily supervision although the role may have direct and indirect reports.</p> <p>Senior Administrators serve in a senior capacity with the equivalent scope and authority of the Director role but with fewer than three functional area managers as direct reports. They are responsible for long-range strategic planning and the application of a comprehensive knowledge of the service or functional area. They advance the service or functional area's strategic goals beyond the internal scope of the department through innovative new programs, services, or practices. Senior Administrators assume a higher level of responsibility and authority in compliance and legal matters.</p>
35226 35225 35224 35223 35222 35221	Specialist, Student Services	<p>Student Services Specialists perform professional work requiring an in-depth knowledge of one or more specialized student services functional areas. Their typical duties may include designing and executing programs for student groups, developing and enhancing resources for student groups, collaborating with student leaders, and assessing programmatic efforts to ensure efficiency and adherence to policies. They may work independently or as a member of a team. Student Services Specialists work under</p>



Job Code	Job Title	University Job Summary
		<p>limited supervision, making complex decisions independently and referring unprecedented issues to an upper-level manager. Student Services Specialists typically report to a manager or director or in some units may report to an administrator.</p> <p>Senior Student Services Specialists possess greater knowledge of the student services field, distinguishing them from Student Services Specialists. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>
35216 35215 35214 35213 35212 35211	Student Advisor	<p>Student Advisors perform a wide variety of responsibilities that support positive outcomes for enrollment, engagement, academic success, and social and personal development. They may serve in an advisory, advocacy, or coaching capacity regarding institutional practices or programs in areas such as academic program requirements and processes; financial aid programs and requirements; wellness programs; judicial programs; student success support services; student activities; student associations; and related programs or services. They typically perform duties such as providing advising and support to prospective and current students, assisting with orientations and admissions outreach activities, coordinating programs and activities that promote student engagement, assisting students and parents with financial aid questions and processes, and administering aid and award functions. Student Advisors may supervise student workers. They may work independently or as a member of a team. They work under limited supervision, making routine-to-moderately complex decisions independently and referring complex issues to an upper-level manager. Student Advisors typically report to a manager or director or in some units may report to an administrator.</p> <p>Senior Student Advisors possess greater knowledge of the student services field, distinguishing them from Student Advisors. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>
35116 35115 35114 35113 35112 35111	Coordinator, Student Services	<p>Student Services Coordinators perform a wide variety of administrative, logistical, operational, and technical tasks related to Student Services. They may implement student-centered programs, handling daily operations, including scheduling, supervision, training, evaluation, and oversight. They may coordinate and manage day-to-day program and administrative operations within a department, center, or unit. Student Services Coordinators typically provide a variety of administrative support and coordination for a wide range of student processes, events, and/or activities. Student Services Coordinators may serve as a liaison to other academic schools, business units, departments, or to the general public to coordinate Student Services programs, projects, or services. They may work independently or as a member of a team. They work under general supervision, resolving most standard issues independently and referring complex issues to an upper-level manager. Student Services Coordinators typically</p>



Job Code	Job Title	University Job Summary
		<p>report to a supervisor or manager or in some areas may report to an administrator.</p> <p>Senior Student Services Coordinators possess greater knowledge of the student services field, distinguishing them from Student Services Coordinators. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>
35016 35015 35014 35013 35012 35011	Technician, Student Services	<p>Student Services Technicians perform entry-level operational and technical tasks related to Student Services. Their assignments are typically routine in nature and require following a set of pre-established guidelines, processes and procedures. They may provide customer service to students, parents, faculty, academic advisors and VCU staff; process documents and assist with routine requests; perform data entry; organize student files; and provide support at events. They may work independently or as a member of a team. They work under direct supervision, resolving most standard issues independently and referring complex or unique issues to a supervisor, senior/lead worker, or higher-level worker. Technicians typically report to a supervisor or manager or in some areas may report to an administrator.</p> <p>Senior Student Services Technicians possess greater knowledge of the student services field, distinguishing them from Student Services Technicians. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>