Student Services Specialist
College of Biological Sciences

Job ID: 325542
Job Classification: 1815

The College of Biological Sciences is a college of approximately 2,200 undergraduate students pursuing degrees in the life sciences at the University of Minnesota. The college offers eight majors and eight minors to prepare students to solve biological problems facing our world.

Overview of CBS Student Services
CBS Student Services is a team of 18 professional staff members; each contributing to the shared responsibility of advancing the mission and vision of the college. These staff serve students in three functional areas: academic advising, career coaching, and student engagement.

In CBS Student Services, we are active listeners and cultural navigators guiding students through the systems of campus and the greater metropolitan area. We are committed to being socially aware, racially just, and civically engaged advocates for ourselves and our students. Through connection and collaboration, we create opportunities for students to meet their personal, academic, and professional goals. We mentor and teach lifelong skills for our students to become critical thinkers and scientific leaders in their communities.

Overview of the role
In addition to serving as the office manager, the Student Services Specialist supports the academic advising and career development functions, oversees the maintenance of student records, assists with event planning and supervises a team of student employees. This position is covered by the AFSCME Clerical Union. Union/Fair share deductions may be made.

Principal Duties and Responsibilities

45% - CBS Student Services Administration

- Serve as CBS Student Services Office Manager; apply a racial equity and social justice lens to initiate, evaluate and operationalize practices related to creating an inclusive office environment, planning for and resolving operational issues, and developing new procedures as needed
- Oversee front of office operations; provide proactive and equitable customer service in order to make appropriate referrals to assist students, parents, faculty, and academic units with navigating processes and procedures within CBS Student Services and beyond
- Serve as point person on financial policy through developing materials and creating reimbursement worksheets for staff
- Create and file expense reports and reconcile purchasing card statements for office staff
- Schedule CBS Student Services academic course offerings, workshops and room assignments each semester
Serve as liaison to building management to ensure a safe and accessible work environment for staff and students; coordinate staff emergency protocol

Maintain and update manuals, forms and letters related to CBS Student Services processes and procedures as needed to ensure inclusive language and practices

Oversee office inventory and the ordering of office supplies, technology and materials in accordance with University policy

Serve as point person for technology inventory and maintenance to increase usability and accessibility of individual and shared work spaces

Prepare agendas and take notes at Student Services staff meetings

Work with staff to create inclusive advertising, registration and communications for events

Support additional CBS sponsored events as needed including Parent’s Weekend, College Day and Commencement

Take on special projects and other duties as assigned

15% - Academic Advising Support

Oversee the process of maintaining an accurate student records system for CBS students, including data entry and management for: advisor assignments, majors/minors, adding/removing holds, and process 13-credit exemption requests, reactivation of reinstated students

Provide support for probation and suspension review, process course evaluations and exceptions

Screen and track incoming petitions to the CBS Scholastics Committee

Review readmission and leave of absence forms to confirm eligibility

Manage PeopleSoft data entry for degree clearance

20% - Career Development Support

Coordinate and approve life science job postings in University’s job posting software

Approve directed research contracts; work with technology staff, students and faculty to coordinate the application process and contract database

Request and enter grades related to directed research

Assist with email and phone outreach efforts to employers, students/alumni, graduate/professional schools to coordinate strategic career initiatives such as the Life Sciences Graduate School Fair and site visits for professional staff

Assist with event planning, communication and logistics including: room reservations, ordering food, preparing name tags and handouts, and on-site event management

15% - Supervise Student Employees

Recruit, hire, train and supervise a team of student employees to provide exceptionally nuanced and culturally competent customer service

Conduct bi-weekly staff meetings, monitor project completion, and conduct performance reviews

Provide coaching and feedback for employee development and to ensure high quality customer service

Schedule front desk coverage; track student staff work hours and payroll
• Partner with CBS Student Services staff members for student hiring, training and development
• Serve as a back-up coverage for the front desk (answer questions, schedule student appointments, route inquiries as appropriate)

5% - Professional Development & Service
• Engage in professional development and service activities related to student services, within the University of Minnesota community and beyond
• Serve on Student Services, College and University-wide committees as needed
• May require some varied hours for special events on evenings and weekends

Preferred Qualifications
• Previous experience within operations and/or student services assistance
• Project coordination and collaboration experience, including special event management
• Previous experience working with U of M systems such as Peoplesoft, APLUS, UMReports
• Prior experience working in a fast-paced, service-oriented, teamwork-driven environment

Minimum Qualifications
• High school diploma/GED and four years of operations and/or student support experience. Training/education may be substituted for some of the years of experience
• Proven attention to detail
• Proactive customer service orientation in-person, email, and over the phone
• Proficient in Microsoft Word and Excel
• Demonstrated ability to handle multiple tasks simultaneously and prioritize competing and time-sensitive tasks
• Ability to independently organize workflows and meet deadlines
• Demonstrated ability to juggle multiple priorities for multiple people
• Demonstrated excellent interpersonal, written and verbal communication skills

How to Apply
Instructions for using the University’s Employment System can be found at the link below: https://humanresources.umn.edu/find-job/using-employment-system

Anticipated salary range ($33,000-37,000)

For more information about working in CBS Student Services, visit: https://z.umn.edu/workingincbs
If you have questions, please contact Anna Cullen (culle128@umn.edu).

The University of Minnesota shall provide equal access to and opportunity in its programs, facilities, and employment without regard to race, color, creed, religion, national origin, gender, age, marital status, disability, public assistance status, veteran status, sexual orientation, gender identity, or gender expression.