**Graduate Student Specialist II Standard Job Description**

**Classification Title:** Graduate Student Specialist II

**FLSA Exemption Status:** Exempt

**Pay Grade:** 10

**Job Description Summary:**

The Graduate Student Specialist II, under direction, provides higher skills for providing detailed guidance and direction to graduate students/faculty/staff on various aspects of the graduate educational experience. Provides detailed information on and refers students/faculty/staff to University resources that can assist in meeting their needs or solving their problems.

**Essential Duties/Tasks**

**40% Graduate Student Services and Support:**

* Guides graduate students, faculty, and staff on all aspects of graduate and professional education. Provides a general guidance to graduate students, faculty, and staff related to graduate inquiries and requests for information. Supports staff and students within the Graduate and Professional School and provided programs. Provides information about admissions, advising, processing, requirements, programs, and testing to students, staff, and community members. Enters, tracks, analyzes, and reports data critical to graduate records processing and funding. Guides or refers faculty/staff in areas involving transfer work, non-degree seeking work, various official University forms, examination procedures, authorized signatures, other University graduate degree requirements, and graduation.

**20% Processing Documents and Reports:**

* Processes university graduate and professional student documents related to a student’s matriculation through a graduate program, processes relating to degree plans, petitions, aggie ring, funding, fellowships, and other requests. Provides general guidance to students and departmental graduate advisors on the basics of requirements and guides or refers appropriately, students with procedural concerns involving admissions, standardized tests, transfer work, filing of degree plans, various petition processes, changes of curriculum, Ombuds issues, examination procedures, authorized signatures, other University graduate degree requirements, and graduation. Processes and exports needed reports for review of data and research.

**10% Customer Support and Workshops:**

* Guides or refers graduate students/faculty/staff on co-curricular efforts such as academic and professional development programs. Assists in the response to student, faculty, and staff inquiries - in person, via phone, and email. Assists with trainings delivered by the Graduate and Professional School records processing team and student graduate advisor support: Brown bags, Compass/Howdy/DPSS/DocuSign. Assists in efforts to strengthen the graduate advisor network. Assists in the planning, development, and delivery of graduate degree-related training and resources to students and graduate advisors (face-to-face and online). Assists and engages in efforts to assess, improve, and streamline operations. Assists in the logistics of Grad School workshops and or trainings.

**10% Communications:**

* Provides Guidance in the design, development, and implementation of university-wide strategies that inform and attract prospective graduate students at Texas A&M University. Works closely with Graduate and Professional School’s teams to develop and engage in cross-team collaboration on communications, marketing strategy, and partnerships to carry out the goals of the Grad School with Texas A&M. Provides a general guidance to multiple departmental staff. Is responsible for new and existing programs and projects that support graduate student recruitment and will work to enhance the graduate and professional student population as an indispensable component of academic excellence.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Required Education and Experience:**

* Bachelor’s degree or equivalent combination of education and experience.
* Two years of related experience in office administration or project management.

**Required Licenses and Certifications:**

* None

**Required Special Knowledge, Skills, and Abilities:**

* Knowledge of word processing and spreadsheet applications.
* Ability to multitask and work cooperatively with others.
* Strong interpersonal and organizational skills.
* Ability to interact with students, faculty, and staff positively and professionally.

**Machines or equipment used in the performance of essential duties:**

* Computer
* Telephone
* Calculator

**Physical Requirements:**

* None

**Other Requirements and Factors:**

* None

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

**Yes**

**No**

**Does this classification have the ability to work from an alternative work location?**

**Yes**

**No**