**Scholastic Performance Specialist I Standard Job Description**

[Click Here](#Version1OtherDepartments) for University-Wide Standard Job Description

[Click Here](#Version2AcademicSuccessCenter) for Academic Success Center’s Standard Job Description

**Scholastic Performance Specialist I University-Wide Standard Job Description**

**Classification Title:** Scholastic Performance Specialist I

**FLSA Exemption Status:** Exempt

**Pay Grade:** 7

**Job Description Summary:**

The Scholastic Performance Specialist I, under general supervision, develops and implements student scholastic performance programs and activities; providing scholastic direction and offering services to students in individual and group formats. Directs students to resources that will assist students in becoming academically successful, and monitors student progress and maintains records.

**Essential Duties and Tasks:**

**30% Advising/Counseling**

* Assisting in advising and counseling departmental advisors across campus on individual students’ academic records to determine whether they have met all the academic and legal requirements for graduation.
* Responding to questions and counselling needs in person, via email, and over the phone from students, departments, and colleges pertaining to the students’ graduation and providing solutions for problems encountered.
* Assisting with questions relating to the Undergraduate Degree Planner application, courses counting for financial aid disbursement, and available reports for all applications.

**20% Degree Audit – Workflow Functionality**

* Assisting in ensuring proper workflow functionality for requested course adjustments, additional curriculum requests, undergraduate curricular exceptions, graduate exceptions, and professional exceptions in the University Adjustment System (UAS).
* Assisting in maintaining workflow functionality with requests sent from the Office of Graduate and Professional Studies, the Law School, Qatar, and Galveston in Image Now.
* Ensuring proper approvals are provided based on college and dean approval documentation for the university.

**10% Interpreting/Maintaining Knowledge of Policies and Rules**

* Assisting and participating in maintaining knowledge of current and upcoming state statutes as they pertain to student academic records.
* Interpreting and maintaining knowledge of current university regulations, federal regulations, student rules, core curricula requirements, and state laws.
* Assisting campus constituency in application of these regulations and laws with respect to individual student records.

**10% Graduation/Commencement**

* Assisting in review of individual students’ academic records to determine whether they have met all the academic and legal requirements for graduation.
* Assisting in making final determination on those students who will be graduating with honors and coordinating the imprinting of honors on the diploma.
* Communicating deadlines and state policies to prospective degree candidates and campus constituents.
* Assisting in the production of the commencement program, ensuring accuracy of degree candidate information and ensuring degree candidates with directory information withheld are notified and not included.

**5% Policy/Procedure Maintenance**

* Assisting in maintenance of accurate documentation of processes and procedures for the Administrative Services Team in the Office of the Registrar, particularly procedures related to processes in the University Adjustment System.

**5% Daily/Weekly Reports**

* Assisting in working daily/weekly reports to ensure the accuracy of graduation applications, diploma fee assessment, and student curriculum information. Also assisting in working reports relating to directory information withheld for graduation, graduation requirements, and students pursuing a double degree.

**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:**

* Bachelor's degree or equivalent combination of education and experience.

**Required Experience:**

* No required experience.

**Required Licenses and Certifications:**

* None.

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

* Ability to multitask and work cooperatively with others.
* Knowledge of word processing, spreadsheet, and presentation software programs.
* Knowledge of degree requirements and student records maintenance.

**Machines and Equipment:**

* Multiline phone system
* Computer
* Fax
* Copier

**Physical Requirements:**

* None.

**Other Requirements and Factors:**

* Ability to adhere to FERPA.
* May require extended or weekend hours during peak season.

**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**

[x]  **No**

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

[ ]  **Yes**

[x]  **No**

**Scholastic Performance Specialist I Standard Job Description for the Academic Success Center**

**Job Description Summary:**

The Scholastic Performance Specialist I (Success Coach I) is responsible for providing professional and specialized skills for planning, developing, implementing, and managing student success performance programs and activities utilizing maximum campus and community resources and opportunities. Provides scholastic success direction, offers services to students in individual, group, presentation, and workshop formats, and directs students to resources that will assist students in becoming scholastically successful. Monitors student progress, maintains records, analyzes data, and prepares reports.

**Essential Duties/Tasks**

**65%: Coaching**

* Maintains an individual case load of students.
* Meets, refers, and follows up with students regarding general scholastic questions, concerns, and needs.
* Assists in fostering retention of identified groups of students through coaching, mentoring, monitoring of student grades, and other support activities.
* Provides scholastic direction and advice to students, including individuals and groups.

**15%: Records**

* Maintains records, making referrals as required, and manages organizational and administrative aspects of individual student cases.
* Assists in developing and supervising systems for maintaining records of student contacts.
* Assists the development of academic coaching projects and their implementation to achieve specific objectives or outcomes.
* Assists in maintaining student information in appropriate record systems and maintains records of student contacts and achievements.
* Assists in interpreting data and preparing reports as requested.

**15%: Collaboration**

* Assists in responding to inquiries from students and refers to appropriate University and college policies and procedures stakeholders.
* Interacts with college offices regarding scholastic progress of students related to student probationary terms and/or general academic progress.

**5%: Professional Training**

* Completes initial professional success coach internal training.

**Other Duties**

* Performs other duties as assigned.

**Qualifications**

**Required Education:**

* Bachelor’s degree in applicable field or equivalent combination of education and experience.

**Required Experience:**

* No required experience.

**Required Licenses and Certifications:**

* None.

**Preferred Qualifications:**

* Master’s degree in applicable field or equivalent combination of education and experience.
* No experience in advising, recruiting, counseling, teaching, coaching, Student Affairs, or other related area.
* Advanced technical experience in word processing, spreadsheets, PowerPoint.
* Ability to multi-task and work cooperatively with others.
* Ability to facilitate competent public speaking.
* Knowledge of student development in higher education.
* Ability to lead students in developing education and personal goals.

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

* Technical experience in word processing, spreadsheets, PowerPoint. Ability to multi-task and work cooperatively with others.

**Proficiency level: Novice/Advanced Beginner**

(Using the novice to expert model (i.e., novice, advanced beginner, competent, proficient, expert):

Proficiency level of **Novice** in the following success coaching skills:

* Initiating, building, and maintaining effective relationships.
* Communicating with others in a clear and concise manner that is audience appropriate.
* Researching information to meet situation parameters.
* Collaborating with others within and across departments/groups.
* Actively listening to determine speakers’ goals, needs, and/or challenges.
* Organizing, prioritizing, and working effectively to meet goals and parameters of simultaneous projects.

Proficiency level of **Advanced Beginner** in the following success coaching skills:

* Ability to use various computer programs to include word processing, spreadsheet, and database applications.
* Ability to work with confidential information.

**Additional Information**

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

* Computer: 25 hrs.
* Telephone: 5 hrs.

**Physical Requirements:**

* None

**Other Requirements or Other Factors:**

* Occasional evening/weekend work will be required.
* Attends meetings and conferences concerning students and with student groups at times beyond usual working hours.
* This position is security sensitive
* This position requires compliance with state and federal laws/codes and Texas A&M University System/TAMU policies, regulations, rules and procedures
* All tasks and job responsibilities must be performed safely without injury to self or others in compliance with System and University safety requirements