 **Graduate Student Specialist I Standard Job Description**

**Classification Title:** Graduate Student Specialist I

**FLSA Exemption Status:** Exempt

**Pay Grade:** 9

**Job Description Summary:**

The Graduate Student Specialist I, under general supervision, learns to provide assistance to graduate students/faculty/staff on various aspects of the graduate educational experience. Learns to provide information on and refers students/faculty/staff to university resources that can assist in meeting their needs or solving their problems.

**Essential Duties/Tasks**

**30% Graduate Student Services and Support:**

* Assists in providing guidance to graduate students, faculty, and staff related to graduate inquiries and requests for information.
* Assists in the support of staff and students within the Graduate and Professional School and provided programs.
* Assists in providing 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.

**20% Customer Support and Workshops:**

* Assists in the response to student, faculty, and staff inquiries - in person, via phone, and email.
* Assists with training delivered by the Graduate and Professional School records processing team and student graduate advisor support: Brown bags, Compass/Howdy/DPSS/DocuSign.
* Aids 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).
* Provides support and engages in efforts to assess, improve, and streamline operations.

**20% Processing Documents and Reports:**

* Assists in processing 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.
* Accurately guides 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.
* Assists in the process of exporting needed reports and reviewing data and executes the necessary processes.

**10% Communications:**

* Assists in the design, development, and implementation of university-wide strategies that inform and attract prospective graduate students at Texas A&M University.
* Provides assistance to 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.
* Assists in offering 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
* No experience required.

**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**

[x]  **No**

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

[ ]  **Yes**

[x]  **No**