Georgia State University

Job Specification

Job Title: Coordinator, Student Assistance

BCAT Code: 09JX34
Pay Grade: G15
FLSA Status: Exempt

Effective Date: June 1, 2011
Revision Date: July 1, 2013

General Description
Provides students with direct non-emergency critical incident intervention and student assistance services.

Examples of Duties
- Coordinates student retention efforts by meeting with students who need assistance or guidance in matters concerning University regulations.
- Serves as the liaison between the Dean of Students Office and faculty, staff and administrators.
- Assists with Crisis Response issues concerning students, such as death, injury and accidents.
- Develops and implements programs for commuter students.
- Coordinates components of the University Hardship Withdrawal process.
- Provides direct and functional supervision to undergraduate student employees, graduate administrative assistants, and student interns.
- Develops and maintains a network of key colleagues to assist with the timely resolution of student problems.
- Supports student assistants in their daily tasks, such as office coverage, record maintenance and tracking systems, departmental compliance and web design/publications.
- Collects, analyzes and reports information to be used for University level reports or briefings.
- Assists in special projects.
- Creates and maintains an ongoing assessment plan to measure student learning outcomes.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities
- Knowledge of providing student and victim assistance services in a university setting.
- Excellent written and oral communication skills.
- Ability to work effectively with students, staff, parents and community groups.
- Ability to develop and maintain professional relationships.

Minimum GSU Hiring Standards
Bachelor’s degree and three years of related experience; or a combination of education and related experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.