

The University of Texas at San Antonio

Job Description

Job Title: One-Stop Counselor II
Code: 13060
Salary Grade: 58
FLSA Status: Exempt
Department/Division: One-Stop Enrollment Center/VP Student Affairs
Reports To: Senior One-Stop Counselor

Summary

- **Function:** Provides service to students and their families via the One-Stop Enrollment Center, providing information on financial aid & scholarships undergraduate admissions and registrar.
- **Scope:** This position is responsible for decision-making that requires initiative and judgment in responding to individual needs of students and families rotating between the counter(s), call center and emails. This positions also helps to mentor less experienced one-stop enrollment counselors.

Duties

- **Typical:**
 1. Responsible for counseling, problem-solving and providing excellent customer service and accurate information to prospective and current students and their families regarding undergraduate admissions policies, registration, financial aid & scholarships via multiple venues including counter, call center and email.
 2. Makes presentations on and off campus (outreach/inreach) to groups as needed
 3. Uses professional judgment to assist with solving problems and working with escalated student and/or parent issues, admissions denials, financial aid eligibility or extenuating circumstances
 4. Processes transcripts, financial aid & scholarship paperwork, registers/withdraws students, generates, maintains and distributes transcripts and letters of verification as well as other paperwork and/or processes within the enrollment services units.
 5. Assists home offices with processing as needed
 6. Maintains a high level of working knowledge of university information, organization, opportunities and policies
 7. Maintains knowledge of current processes and procedures for all

<p>enrollment services units including federal, state and institutional rules and regulations.</p> <ul style="list-style-type: none"> • Periodic: <ol style="list-style-type: none"> 1. Participate in committees and/or conferences and meetings.
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Education

Required	Preferred
Bachelor’s Degree from an accredited university	Master’s Degree from an accredited university

Other Requirements

Required	Preferred
Demonstrated organizational, written, and verbal communication skills	N/A
Excellent interpersonal skills; organizational skills	
Ability to multi-task and work cooperatively with others.	
Criminal Background Check (CBC)	

Experience

Required	Preferred
Two years of full-time equivalent experience in student advisory/counseling/service capacity, which may include financial aid, admissions, recruitment, registrar, advising, student activities, student life or other related student oriented program/office. Master’s Degree can substitute for one year of experience	Two years of higher education, enrollment services/management experience.

Equipment

Required	Possible
Standard Office Equipment	N/A

Working Conditions

Usual	Special
Regular office hours. Occasional evening and/or weekend.	N/A

Supervision

Received	Given
Sr. One-Stop Enrollment Counselor	May provide indirect supervision to assigned staff members

Accuracy

Proficiency in all phases of the duties performed.

Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

Internal Control

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.