

# The University of Texas at San Antonio

## *Job Description*

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Job Title: One-Stop Counselor I  
Code: 13061  
Salary Grade: 57  
FLSA Status: Exempt  
Department/Division: One-Stop Enrollment Center/VP Student Affairs  
Reports To: Senior One-Stop Counselor

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## *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: Responsible for understanding and interpreting the needs of students and providing quality student service for all enrollment services areas.

## *Duties*

- Typical:
  1. Responsible for 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. Responsible for referring students to appropriate home offices or other offices on campus as needed.
  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 enrollment services units including federal, state and institutional rules and regulations.
- Periodic:
  1. Participate in committees and/or conferences and meetings

***Education***

<b>Required</b>	<b>Preferred</b>
Bachelor's Degree from an accredited university	Master's Degree from an accredited university.

***Other Requirements***

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

***Experience***

<b>Required</b>	<b>Preferred</b>
One year of full-time equivalent experience in customer service or 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 experience.	One year of higher education, enrollment services/management experience

***Equipment***

<b>Required</b>	<b>Possible</b>
Standard Office Equipment	N/A

***Working Conditions***

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

***Supervision***

<b>Received</b>	<b>Given</b>
Sr. One-Stop Enrollment Counselor	N/A

***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.