**Student Services Specialist**  
*(Internal & CSU-wide APC Employees Only)*

**Financial Aid Office**  
**Job #21-58**  
**Revised Close Date: Thursday, September 9, 2021**

(Job #21-58) **Student Services Professional I-A, Student Services Specialist, $3,513-4,298/month.** Appointments are typically made at the beginning of the salary range. Salary is commensurate with qualifications and experience. This is a full-time, benefited, non-exempt, 12-month pay plan, permanent position with a one-year probationary period in the Financial Aid Office. This position comes with an extensive benefits package that includes comprehensive medical, dental, and vision coverage, CalPERS retirement, Fee Waiver eligibility (reduced tuition on most CSU system classes), life insurance, and voluntary pre-tax health and dependent care reimbursement accounts. Additional benefits information can be found at [https://hraps.humboldt.edu/employee-benefits](https://hraps.humboldt.edu/employee-benefits). Please note that this is an internal recruitment open only to active, stateside, staff Humboldt State University Employees and CSU-wide Article 13.10 APC Employees.

Humboldt State University is a Hispanic-Serving Institution that strives to foster an inclusive and equitable community to support our students of diverse backgrounds. HSU is committed to achieving the goals of equal opportunity and endeavors to employ faculty and staff of the highest quality committed to working in a multicultural and multiracial community that reflects the diversity of the state. Additional information about Humboldt State University can be found at [www.humboldt.edu](http://www.humboldt.edu).

**Position Summary:** Under lead oversight of the Assistant Director of Student Services, the Student Services Professional 1-A provides quality customer service, advising and assistance to students, parents, staff, faculty and community members about a wide variety of general University policies and requirements and about complex financial aid programs specifically. Often functions as the first University contact with individuals interested in attending HSU, refers for attention and service as appropriate. The Student Services Professional 1-A also performs a number of general clerical and administrative duties in support of Financial Aid Office functions, and tracks incoming documents through the use of imaging and workflow technology.

**Duties:** Provides supportive initial in-person and phone services to students and parents and serving as a liaison between clients and Financial aid counselors; reviews incoming documents for completeness and compliance with requirements; explains procedures for students and parents appropriately; screens client questions for referral to counselors; records file notes of contacts to the student’s record, thereby leaving a clear and understandable record of these contacts; provides general information regarding student loan rights and responsibilities, loan entrance counseling and exit
counseling obligations, including basic information about repayment, deferment and forbearance options, referring students to applicable websites for information and assistance, and to loan servicers as appropriate; employs general knowledge of external university functions in assisting students with various activities such as registration, housing payments, degree checks, etc., associated with receipt of financial assistance; acts as initial contact person to off-campus agencies seeking student information, while adhering to strict confidentiality requirements; develops an ability to work with students in finding the resources they need to succeed; develops an understanding of office procedures and of the functional and organizational structure of the office.

Minimum Qualifications: Education & Experience: Equivalent to graduation from a four-year college. Student service experience may be substituted for the required education on a year-for-year basis.

Knowledge, Skills and Abilities: Successful candidates will possess: excellent interpersonal communication skills and experience in delivering quality customer service; ability to assist students from a diverse range of cultural and economic backgrounds; the ability to set goals and priorities, make reasoned and balanced decisions, and meet deadlines; computer proficiency; and the ability to foster and maintain cooperative working relationships with diverse student, staff, faculty and community members. Ability to understand, interpret and apply policies and regulations in specific situations; ability to participate in and contribute to group meetings, conferences and interviews; ability to clearly express ideas and recommendations orally as well as to write clearly and concisely; demonstrated ability to: work independently, establish and maintain cooperative working relationships with students, faculty and staff, and to perform detail work with a high degree of accuracy; thorough knowledge of English grammar, spelling and punctuation; must maintain a high degree of confidentiality, ability to learn new technology; ability to identify and solve standard problems and to refer more complex problems to appropriate resource.

Preferred Qualifications: Bachelor of Arts degree or higher; familiarity with PeopleSoft; bilingual.

Application Procedure: To apply, qualified candidates must electronically submit the following materials via Interfolio (link below):

- Letter of Interest
- Resume or Curriculum Vitae
- Contact information for at least three professional references
- HSU Employment History Form (HSU Employment History Form: https://forms.humboldt.edu/employment-history-form; NOTE: Download the HSU Employment History Form and save it as a PDF file prior to filling it out. If the form is completed in an online browser, content WILL NOT be saved).

CLICK HERE TO APPLY NOW: http://apply.interfolio.com/92806

Application Deadline: The revised deadline to submit application materials is 11:59 p.m. on Thursday, September 9, 2021.

Any inquiries about this recruitment can be directed to careers@humboldt.edu or HSU’s Human Resources Office at (707) 826-3626.

Humboldt State University sits on the traditional homelands of the Wiyot people in what is currently called Arcata, CA. The Wiyot people call the area Goudi’ni (over in the woods). HSU was the first campus in the California State University system to offer a stand-alone major in Native American Studies.
HSU is committed to enriching its educational environment and its culture through the diversity of its staff, faculty, and administration. Persons with interest and experience in helping organizations set and achieve goals relative to diversity and inclusion are especially encouraged to apply.

Humboldt State University is part of the 23-campus California State University system. The University has a comprehensive arts and sciences curriculum, which is recognized nationally for its high academic quality. Founded in 1913, HSU is one of the premier public institutions in the Western United States; it is a rural and residential campus of approximately 7,000 students. The main campus is located in Arcata, California, in the northwestern part of the state along the coast, and situated among redwood trees in an area that offers unmatched scenic beauty, moderate climate, and opportunities for outdoor activities. The surrounding Humboldt County locale has a population of approximately 135,000. The community offers an excellent range of businesses, services, and cultural activities and performances. The local schools are ranked in the top performance percentiles, both nationally and in the state.
It is the responsibility of the applicant to provide complete and accurate employment information. Incorrect or improperly completed applications will not be considered for vacancies. Any reference in this announcement to required periods of experience or education is full-time activity. Part-time experience or education—or activities only part of which are qualifying—will receive proportionate credit. Humboldt State University is not a sponsoring agency for staff or management positions (i.e. H-1B Visas).

Evidence of required degree(s), certification(s), or license(s) is required prior to the appointment date. A background check (including a criminal records check, employment verification, and education verification) must be completed satisfactorily before any candidate can be offered a position with the CSU. Certain positions may also require a credit check, motor vehicle report, and/or fingerprinting through Live Scan service. Adverse findings from a background check may affect the employment status of candidates or continued employment of current CSU employees who are being considered for the position.

Humboldt State University is committed to achieving the goals of equal opportunity and endeavors to employ faculty and staff of the highest quality reflecting the ethnic and cultural diversity of the state. Additional information about Humboldt State University can be found at www.humboldt.edu.

Humboldt State University is a Title IX/Affirmative Action/Equal Opportunity Employer. We consider qualified applicants for employment without regard to race, religion, color, national origin, ancestry, age, sex, gender, gender identity, gender expression, sexual orientation, genetic information, medical condition, disability, marital status, protected veteran status, or any other legally protected status.

Compliance with the California Child Abuse and Neglect Reporting Act (CANRA) and CSU Executive Order 1083 Revised July 21, 2017 (EO 1083) is a condition of employment. CSU employees in positions with duties that involve regular contact with children or positions which supervise such employees are designated as Mandated Reporters under CANRA and are required to comply with the requirements set forth in EO 1083. Upon appointment to this position, the successful candidate(s) will be notified of and required to acknowledge their CANRA reporting status.

Additionally, all CSU staff and faculty receive training annually on their obligations in responding to and reporting incidents of sexual harassment and sexual violence. You will be notified by email when you are required to take this mandated training.

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See more photos at Humboldt State University’s Flickr page.