

Student Solutions Specialist  
University at Buffalo, The State University of New York

Direct Link: <https://www.AcademicKeys.com/r?job=200774>

Downloaded On: Mar. 23, 2023 4:07am

Posted Dec. 2, 2022, set to expire Aug. 4, 2023

<b>Job Title</b>	Student Solutions Specialist
<b>Department</b>	Registrar
<b>Institution</b>	University at Buffalo, The State University of New York Buffalo, New York
<b>Date Posted</b>	Dec. 2, 2022
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Classified Staff
<b>Academic Field(s)</b>	Admissions/Student Records/Registrar
<b>Job Website</b>	<a href="https://www.ubjobs.buffalo.edu/postings/39201">https://www.ubjobs.buffalo.edu/postings/39201</a>
<b>Apply By Email</b>	
<b>Job Description</b>	

#### Position Summary

The [Office of the Registrar](#) seeks a **Student Solutions Specialist** to provide exceptional and holistic student service and support the University at Buffalo's (UB) special student populations. The Specialist will be a member of the Student Solutions Team and provides concierge-style student service primarily in-person as well as via phone, email and live chat. This is an in-person, on campus position with no remote work opportunities. This position reports to the Assistant Registrar for Customer Service.

#### Key accountabilities and responsibilities:

- Advise students on Registrar and university policies and procedures, assist students with navigating challenges, and connect students with other offices as appropriate.

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- Contribute to student success and retention by providing excellent customer service in person at 1Capen and also via phone, email and live chat.
- Process undergraduate non-degree and Sixty and Over Auditor applications, respond to SUNY and WNY cross-registration requests and provide feedback to improve the related processes and communications.
- Utilize the student information system (Peoplesoft Campus Solutions) to perform needed transactional updates to student records
- Collaborate with colleagues across campus to ensure consistent and cohesive student service
- Perform transactions within the following areas: enrollment, cross registration, degree conferral, diplomas, transcripts, academic withdrawal, degree applicable credit and provide customer service to address common student questions
- Understand, enforce and advise students on academic policies and update student records in the student information system (PeopleSoft Campus Solutions).

We invite individuals to apply whose perspectives and experiences will enrich and strengthen our organization. The Registrar department serves a diverse constituency of patrons, and our employees, services and policies strive to honor and reflect this diversity. We encourage candidates who thrive in a welcoming multicultural environment to apply.

### **About The Department**

The Office of the Registrar is responsible for and supports the multifaceted academic needs of the university community related to student records and degree conferral. This includes the following areas of responsibility: Grading, mid-term review, undergraduate academic review and NCAA eligibility; Degree conferral, degree audit, academic advisement reporting and diplomas; Records management, including central files and student personal and academic data; Transcripts, enrollment and degree verification, and professional certification; Scheduling of centrally scheduled space and final exams; Articulation and awarding of transfer credit and other alternative credit (such as exam credit); Implementation of related academic policies; functional support for technologies supporting these areas, as well as student enrollment. [1Capen](#) provides walk-in assistance for services relating to these areas. The Office of the Registrar supports the full university community, with primary responsibility for undergraduate students and students in some graduate programs, and sharing these responsibilities with the Graduate School and Schools of Dental Medicine, Law, and Medicine and Biomedical Sciences.

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### **Outstanding Benefits Package**

Working at UB comes with benefits that exceed salary alone. There are personal rewards including comprehensive health and retirement plan options. We also focus on creating and sustaining a healthy mix of work, personal and academic pursuit – all in an effort to support your work-life effectiveness. Visit our benefits website to learn about our [benefit packages](#).

### **About The University at Buffalo**

The University at Buffalo (UB) #ubuffalo is one of America's leading public research universities and a flagship of the State University of New York system, recognized for our excellence and our impact. UB is a premier, research-intensive public university dedicated to academic excellence. Our research, creative activity and people positively impact the world. Like the city we call home, UB is distinguished by a culture of resilient optimism, resourceful thinking and pragmatic dreaming that enables us to reach others every day. Visit our website to learn more about the [University at Buffalo](#).

University at Buffalo is an affirmative action equal opportunity employer and, in keeping with our commitment, welcomes all to apply including veterans and individuals with disabilities.

### **Minimum Qualifications**

Bachelor's degree required with 0-1 year of customer or student service experience and competencies in the following areas:

- Strong verbal, written and interpersonal communication skills with ability to communicate clearly and respectfully with diverse populations.
- Proficiency with Microsoft Office suite, specifically advanced knowledge of Outlook, Word, and Excel including experience creating and maintaining spreadsheets and related formulas.

### **Preferred Qualifications**

- More than 1 year professional work experience in a higher education setting with a focus on student service.
- Experience with PeopleSoft Campus Solutions

### **Contact Information**

Please reference Academickeys in your cover letter when



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applying for or inquiring about this job announcement.

**Contact**

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