

1Capen Student Success Coordinator
University at Buffalo, The State University of New York

Direct Link: <https://www.AcademicKeys.com/r?job=235800>

Downloaded On: Jun. 30, 2024 11:32am

Posted May 9, 2024, set to expire Sep. 8, 2024

Job Title	1Capen Student Success Coordinator
Department	Student Response Center - Capen
Institution	University at Buffalo, The State University of New York Buffalo, New York
Date Posted	May 9, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Coordinator
Academic Field(s)	Residential Life Communications/Public Relations
Job Website	https://www.ubjobs.buffalo.edu/postings/50010
Apply By Email	
Job Description	

Position Summary

The University at Buffalo (UB) Student Response Center-Capen department seeks to hire a **1Capen Student Success Coordinator**. In this position, you will provide key business, operations, and student service supports on behalf of departments located within the 1Capen student services triage area including: Financial Aid, Student Accounts, Transcripts/Registrar, UB Card, Student Health Insurance, Veterans Benefits and Parking & Transportation.

This position is responsible for helping students navigate the university, understand policies and procedures, and address challenges by connecting students with other offices as appropriate. This is an in-person, public-facing, and highly visible position. This position reports to the Strategic Operations

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Manager.

Key Duties and Responsibilities:

- Coordinate Center operations & student support services.
- Maintain university-wide knowledge of relevant policies, procedures, resources, and services associated with student success, and student needs.
- Provide excellent holistic student support service, responding empathetically and accurately to student inquiries.
- Work in partnership with campus units to help students navigate complex issues that may intersect with other offices, such as Admissions, Financial Aid, academic advisors, faculty, Student Accounts, and Campus Living.
- Provide appropriate, accurate and timely referrals for students to campus and community resources, such as Counseling Services, Tutoring & Academic Support Services, Center for Excellence in Writing and Blue Table.
- Personnel Administration & Student Supervision.
- Communications.
- Administration of center technology and data reporting.
- Procurement.
- Administrative Support.
- Events & Special Projects.

We invite individuals to apply whose perspectives and experiences will enrich and strengthen our organization. The 1Capen Student Service Center 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.

1Capen:

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One Stop Shop: The innovative [1Capen Student Services Center](#) aims to streamline essential student services in one convenient location to minimize the related services bounce so students can get on with the business of being a student. It has transformed the way UB students perform such vital tasks as checking on their financial aid package, getting a transcript or registering for a virtual parking permit. Satellite offices for the registrar, financial aid, student accounts, and parking and transportation are housed in this area as well as the UB card office and UB student health insurance office. UB also opened a satellite location, 1Diefendorf Student Service Center to make services more accessible to students residing or taking classes primarily on UB's South Campus.

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. We support your growth and development through our career coaching and training department and we qualify as a public service loan forgiveness organization. Learn more 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

- Associate's degree with 2 or more years of related work experience in a customer service or administrative role or an equivalent combination of education and experience will be considered.
- Exceptional interpersonal communication skills (oral and written) with a highly developed degree of tact and diplomacy exhibiting understanding, appreciation, and respect for all individuals in a diverse environment.
- Strong working knowledge of MS office applications required including Word, Excel, and PowerPoint.

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- Exceedingly well organized, possess high attention to detail and display accuracy in all areas of responsibility.
- Possess and display a high-level of customer service to all constituents.

Preferred Qualifications

- Bachelor's degree.
- Experience working in higher education.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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