



**University of Houston-Downtown
Job Description**

Job Title: Coordinator, Student Services
FLSA Category: Exempt
Grade: 23
Job Code: 2453

DUTIES

Job Summary: Oversees the Registrar's Office front counter/phone personnel

Duties and Responsibilities:

- Supervises front counter/phone personnel
- Conducts customer service training sessions to enhance student assistant's job performance
- Troubleshoots records related issues including registration, withdrawals, grade entry, assessment scores, verifications, transcripts and online student requests/transactions
- Establishes, processes and maintains veteran's affairs application forms for new, continuing and transfer students
- Troubleshoots veteran's affairs issues such as orders, advance payments, tuition assistance, etc.

Marginal Functions: All other duties as assigned

REQUIREMENTS

Education: Baccalaureate Degree

Experience: Minimum of 1 year

Licenses/Certification: None required

PHYSICAL DEMANDS

Environmental Conditions

Working conditions

Work is normally performed in a typical interior work environment which does not subject the employee to any unpleasant elements.

Physical Effort

Position is physically comfortable; individual has discretion about walking, standing, etc.

Physical Risk

Work environment involves minimal exposure to physical risks.