

Position Classification Description

Position Class Code / Title: G5086 / Supv,Academic Advisement

Recruitment Tier: Tier 1

FLSA: Exempt

Grade: 13

Summary

In support of the University's enrollment, retention and graduation goals, supervises and coordinates the day-to-day activities of a school/college's academic advisement unit. Provides guidance and direction to advisement personnel and resolves escalated issues related to academic advisement. Promotes the school/college's academic programs and offerings through the development of program materials and representation on various campus committees. May deputize for the advisement unit's manager and may conduct direct advisement sessions with students, as appropriate.

Duties and Responsibilities

1. Serves as the first point-of-contact for lower-level advisors regarding complaints, complex issues, and questions related to routine advisement procedures; provides guidance and direction to advisement personnel and resolves escalated issues associated with academic advisement.
2. Supervises personnel which typically includes recommendations for hiring, firing, performance evaluation, training, work allocation and problem resolution.
3. Schedules and coordinates the work of advisement staff and ensures quality of services provided within the school/college's advisement unit.
4. Writes, edits, and coordinates development of course catalogs, promotional materials, educational materials, training manuals, newsletters, and/or brochures, as appropriate to the program.
5. Participates in meetings with leaders of the school/college regarding the development of advisement, recruitment, and/or curricular programs.
6. Represents the school/college to the campus community; participates in task forces, special committees, and interdepartmental committees.
7. Deputizes for the school/college's respective advisement manager, as appropriate and/or in the individual's absence.
8. Conducts advisement sessions with students, as needed to support the school/college's student load.
9. Serves as Campus Security Authority as outlined by the Clery Act.
10. Performs miscellaneous job-related duties as assigned.

Minimum Job Requirements

- Bachelor's degree; at least 3 years of experience directly related to the duties and responsibilities specified.
- Completed degree(s) from an accredited institution that are above the minimum education requirement may be substituted for experience on a year for year basis.

Knowledge, Skills and Abilities Required

- Advanced knowledge and understanding of student academic advisement, development, and retention issues, trends, and programs.
- Knowledge and comprehensive understanding of student records management principles, regulations, policies and procedures.
- Ability to use independent judgment, analyze and solve problems, and manage and impart confidential information.
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Ability to coordinate, schedule, and evaluate the work of personnel to ensure quality of service to students.
- Skill in organizing resources and establishing priorities.
- Ability to create, compose, and edit written materials.
- Ability to analyze processes and make recommendations for improvements.
- Knowledge of the curriculum and administrative requirements for attaining graduate and/or undergraduate degrees in the field of specialty.
- Knowledge and understanding of ADA regulations, guidelines, and standards as applicable to an academic and/or workplace setting.
- Knowledge of NCAA student-athlete academic eligibility requirements (if applicable).
- Ability to supervise and train employees, to include organizing, prioritizing, and scheduling work assignments.
- Strong organizational and critical thinking skills.
- Knowledge of academic standards governing student probation, suspension and/or expulsion.
- Knowledge of web-based advising tools.

Distinguishing Characteristics

Position requires: a) supervision and coordination of day-to-day operations of a school/college's advisement unit, b) resolution of escalated issues and concerns related to academic progress, records, program completion or other related problems, c) direct supervision of lower-level advisors and advisement personnel, d) promotion of program offerings and representation on campus committees.

Working Conditions and Physical Effort

- No or very limited physical effort required.

- No or very limited exposure to physical risk.
- Work is normally performed in a typical interior/office work environment.