Job Template: Academic Advisor 1

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P2: Level Standards

GENERAL ROLE

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence.

Incumbents:

- Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
- Tend to have assignments that are reoccurring and work outputs generally are delivered in a prescribed form/format.
- Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
- May recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

INDEPENDENCE AND DECISION-MAKING

→ Supervision Received
  - Works under general supervision.
  - Periodic checks on accuracy, quality, and timeliness of outcomes.

→ Context of Decisions
  - Independently develops how work is to be done based on precedent, practice, and existing policy at the unit/office levels.

→ Job Controls
  - Possess the latitude to adjust the work processes or methods to effectively and efficiently manage their work assignments.
  - Guided by general procedures and professional norms.
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COMPLEXITY AND PROBLEM SOLVING

→ Range of issues
  • Problems tend to be modestly technical or operational.

→ Course of Resolution
  • Performs comparisons, verifications, reconciliations, compilations, etc. and such of data, program or student services/practices, or operational/staff output.
  • Understands the end product/outcome and where to send and receive information and materials to fulfill the assigned responsibilities.

→ Measure of Creativity
  • Once problems are identified, solutions generally can be resolved using conventional or standard procedures.
  • Most of the obstacles, issues, or concerns can be handled with established practice and policy.

COMMUNICATION EXPECTATIONS

→ Manner of Delivery and Content
  • Regularly provides information on finished materials to others.

SCOPE AND MEASURABLE EFFECT

• Actions typically affect an individual, item, event, or incident, etc.
• Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
• Incumbents indirectly promote the general welfare of students, faculty and staff, and safeguard the institution by playing an important role within a process.
Job Template: Academic Advisor 1

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**GENERAL SUMMARY**

Advises students on academic programs and/or policies in a school/college/division or similar academic unit, including co-curricular opportunities. Serves as an on-site resource person to faculty, staff, and students.

**REPORTING RELATIONSHIPS AND TEAM WORK**

Works under general supervision of a supervisor or manager.

**ESSENTIAL DUTIES & RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

- Advises students in curriculum decisions including the appropriate choice of courses, scheduling of courses, selection or change of major or minor, waiver of requirements/deadlines, and related matters.
- Plans and refers academic programming related to students’ educational needs, future career planning, and professional development.
- Reviews and makes recommendations regarding academic warning, probation, or dismissal.
- Audits student records to determine progress toward meeting academic requirements and to assess eligibility to graduate.
- Assists in planning and implementing scheduling and registration activities, orientation programs, and other activities, as assigned; creates and delivers presentation materials at events.
- Serves as a resource for students, faculty, parents and guardians, and others having questions about programs or academic policies.
- Coordinates and implements programs to promote recruitment and retention of students.
- Creates, maintains, and appropriately updates files, records, and student documentation and assists in compiling reports.
- Serves as an instructor for the First Year Experience (FYE) course.
- Performs related work as required.
Job Template: Academic Advisor 1

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MINIMUM QUALIFICATIONS

- Bachelor’s degree in related field.
- One to three years of related experience.

COMPETENCIES

Knowledge of:

- Student growth and development and academic advising approaches
- Current trends in careers and pathways to employment
- Academic programs in education
- Recruitment and retention best practices
- Microsoft Office and related software applications

Skill in:

- Building rapport with students
- Planning and organization
- Understanding students and fostering student success
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving, and analysis

Ability to:

- Compile statistical reports and maintain appropriate files, records, and student database
- Communicate effectively through both oral and written means
- Counsel and advise students as it relates to their personal, educational, and career goals
- Appropriately recommend student utilization of additional University resources
- Create individualized plan of studies and course options for students based on their current academic standing, backgrounds, and unique circumstances.
- Present programs and workshops
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Maintain the confidentiality of information and professional boundaries
- Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management
- Maintain accurate advising notes and documentation
### Job Template: Academic Advisor 2

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| Job Code | L10001 | FLSA Status | E | Job Category | P | Job Level | 3 |

#### P3: Level Standards

**GENERAL ROLE**

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence. Positions at this level may supervise student or support employees.

**Incumbents:**

- Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
- Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
- Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

**INDEPENDENCE AND DECISION-MAKING**

→ Supervision Received

- Works under limited supervision.

→ Context of Decisions

- Utilizes general departmental guidelines to develop resolutions outside the standard practice.

→ Job Controls

- Possesses considerable freedom from technical and administrative oversight while the work is in progress.
- Defines standard work tasks within departmental policies, practices, and procedures to achieve outcomes.
- Serves as the advanced resource to whom more junior employees go to for technical guidance.
COMPLEXITY AND PROBLEM SOLVING

→ Range of issues
  • Handles a variety of work situations that are cyclical in character, with occasionally complex situations.
  • Issues are regularly varied.
  • Problems tend to be technical or programmatic in nature.

→ Course of Resolution
  • Assesses a variety of situations, and develops resolutions through choosing among options based on past practice or experience.

→ Measure of Creativity
  • Issues are solvable through deep technical know-how and imaginative workarounds.
  • Most of the obstacles, issues, or concerns encountered require considering alternative practice or policy interpretation.

COMMUNICATION EXPECTATIONS

→ Manner of Delivery and Content
  • Regularly provides information on finished materials to others.

SCOPE AND MEASURABLE EFFECT

• Actions regularly affect an individual, item, event, or incident, etc.
• Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
• Incumbents have an indirect impact on a larger action or process, such as serving as a single component in an approval process, where the process is “owned” by a different work unit.
• May be designated to guide or organize the work of several employees within the unit.
## Job Template: Academic Advisor 2

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### GENERAL SUMMARY

Advises students about academic programs and policies of a school/college/division and counsels them regarding appropriate educational and career goals. Provides advanced advising and coordination services for specific student populations and to optimize program effectiveness.

### REPORTING RELATIONSHIPS AND TEAM WORK

Works under limited supervision of a supervisor or manager.

### ESSENTIAL DUTIES & RESPONSIBILITIES

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

- Advises students in personalized curriculum decisions including the appropriate choice of courses, scheduling of courses, selection or change of major or minor, waiver of requirements/deadlines, and related matters.
- Advises unique populations and works closely with other offices to foster academic success and retention.
- Plans academic programming related to students’ educational needs, future career planning, and professional development.
- Discusses students’ status regarding academic warning, probation, or dismissal and provides recommendations for students who submit appeals.
- Evaluates how services are delivered in their area of focus and recommends areas of improvement.
-Audits student records to determine progress toward meeting academic requirements and to assess eligibility to graduate.
- Assists in planning and implementing scheduling and registration activities, orientation programs, and other activities, as assigned.
- Serves as resource for students, faculty, parents and guardians, and others having questions about programs or academic policies.
- Coordinates and implements programs to promote recruitment and retention of students.
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- Creates, maintains, and appropriately updates files, records, and student documentation and assists in compiling reports.
- May serve on campus or University committee(s).
- Oversees departmental programs or initiatives related to advising.
- Serves as an instructor for the First Year Experience (FYE) course.
- Performs related work as required.

**MINIMUM QUALIFICATIONS**

- Bachelor’s degree in related field.
- Three years of related experience.

OR

- Master’s degree in related field.
- One year of related experience.

**COMPETENCIES**

Knowledge of:
- Student growth and development and academic advising approaches
- Unique needs of special populations
- Current trends in careers and pathways to employment
- Academic programs in education
- Recruitment and retention best practices
- Microsoft Office and related software applications

Skill in:
- Building rapport with students
- Planning and organization
- Data collection and management
- Understanding students and fostering student success
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving, and analysis
Job Template: Academic Advisor 2

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Ability to:
- Compile statistical reports and maintain appropriate files, records, and student database
- Communicate effectively through both oral and written means
- Counsel and advise students as it relates to their personal, educational, and career goals
- Appropriately recommend student utilization of additional University resources
- Develop, plan, and present programs and workshops
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Maintain the confidentiality of information and professional boundaries
- Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management