

Job Template: Academic Advisor 1

Occupational Group	Student Programs/Services
Job Family	Advising
Job Path	Academic Advising
Job Title	Academic Advisor 1
Job Category: P	Job Level: 3
FLSA Status: E	Job Code: L10000

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.

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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.

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Job Template

GENERAL SUMMARY

Advises students about academic programs, plans of study, and/or policies as well as co-curricular opportunities and extracurricular engagement. Serves as an on-site resource person to faculty, staff, and students.

REPORTING RELATIONSHIPS AND TEAMWORK

Works under limited supervision of a supervisor or manager.

ESSENTIAL DUTIES AND 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.
- Creates plans of study to support students in their educational needs, career goals, and professional development.
- Reviews and makes recommendations regarding academic warning, probation, or dismissal.
- Refers students to other student success services such as Career Services and Counseling and Mental Health Services, as appropriate.
- 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; collaborated with other departments and offices to create and deliver presentation materials at events.
- Serves as a resource for students, faculty, parents and guardians, and others with 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.

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- 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
- Current trends in careers and pathways to employment
- Academic programs across the University
- 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:

- Collaborate with other offices and programs across the University
- 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

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- 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

Occupational Group	Student Programs/Services
Job Family	Advising
Job Path	Academic Advising
Job Title	Academic Advisor 2
Job Category: P	Job Level: 4
FLSA Status: E	Job Code: L10001

P4: 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 direction.

→ *Context of Decisions*

- Decisions should involve selecting an approach from among alternatives, timing when certain tasks should be performed, determining how to best use available resources, and other similar choices.
- Decisions require more coordination and collaboration among different sources, taking into consideration the roles and impact on work outside the immediate organization.

→ *Job Controls*

- Has the latitude to make decisions on projects that they are accountable for delivering on.
- Free to plan and carry out all phases of work assignments.

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Occupational Group	Student Programs/Services
Job Family	Advising
Job Path	Academic Advising
Job Title	Academic Advisor 2
Job Category: P	Job Level: 4
FLSA Status: E	Job Code: L10001

COMPLEXITY AND PROBLEM SOLVING

→ Range of issues

- Assignments are defined as less reoccurring or cyclical tasks, and primarily consist of development or refinement of programmatic or administrative objectives.

→ Course of Resolution

- Resolution and project completion require substantial planning and scheduling within the department in order to obtain and align resources when and where needed.

→ Measure of Creativity

- Problems are not amenable to strict technical resolution, requiring innovative thinking.

COMMUNICATION EXPECTATIONS

→ Manner of Delivery and Content

- Regularly provides information on finished materials to others.
- Diplomatically and effectively deliver information difficult to understand or in contrast with a student or customer's views.

SCOPE AND MEASURABLE EFFECT

- Incumbents may supervise a small homogenous department, with proportionate responsibility to perform daily responsibilities similar to the work of subordinate staff.
- 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 are typically designated as a lead or frequently assigned project leadership roles within a specific administrative/programmatic function or specialty area.

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- Generally have a more direct impact on a larger action or process, such as serving as an approver in a process, where the process is “owned” by a different work unit.

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Job Category: P	Job Level: 4
FLSA Status: E	Job Code: L10001

Job Template

GENERAL SUMMARY

Advises students about academic programs, plans of study, and policies; counsels students regarding appropriate educational and career goals. Provides administrative oversight for the coordination and implementation of programs intended to increase student retention and academic success.

REPORTING RELATIONSHIPS AND TEAMWORK

Works under direction of a supervisor or manager. May serve in a specialized function for a specific student population.

ESSENTIAL DUTIES AND 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.
- Attends to the special needs of various unique student populations through the creation and implementation of tailored programs and services, advising, and collaboration with other student-centered offices.
- Creates plans-of-study to support students in their educational needs, career goals, and professional development.
- Discusses students' status regarding academic warning, probation, or dismissal and provides recommendations for students who submit appeals.
- Refers students to other student success services such as Career Services and Counseling and Mental Health Services, as appropriate.
- Evaluates how services are delivered in their area of focus and recommends plans for improvement.
- Audits student records to determine progress toward meeting academic requirements, probationary requirements, and eligibility to graduate.
- Works with probationary students to develop strategies to improve academic standing. Actively participates in determining the dismissal of students in academic jeopardy.

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- Collaborates with Department Heads, Program Directors, Career Consultants, Global Affairs, and others to plan and implement scheduling and registration activities, orientation programs, and other student academic success activities, as assigned.
- Serves as resource for students, faculty, parents and guardians, and others with questions about programs or academic policies.
- Coordinates and implements programs to promote recruitment and retention of students, particularly for unique populations such as transfer students, international students, first-year students, and academic warning/probation students.
- 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.
- Four years of related experience.

OR

- Master's degree in related field.
- Two years 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 across the University
- Recruitment and retention best practices
- Microsoft Office and related software applications

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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

Ability to:

- Collaborate with other offices and programs across the University
- 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