**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 Receive*d

* 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**

**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.
* 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
* 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