**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 Receive*d

* 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.

**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.
* 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.

**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.
* 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

**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