Student Success Advisor - Office of Minority Student Affairs

Title: Student Success Advisor - Office of Minority Student Affairs

Primary Position Function/Summary: This position is responsible for providing advising and counseling to select freshmen and transfer students in the Student Success Advising and Outreach unit as well as providing supervision for the graduate staff. This position will work closely with academic units to investigate and troubleshoot problems and barriers that prevent student success.

Major Duties and Responsibilities:

(75%) ADVISING

• Serves as an advocate and resource for assigned students and maintain frequent, systematic contact with those students.
• Works with the OMSA and the colleges to identify students whose behaviors align with early alerts and refer students for academic retention services.
• Directs purposeful discussion with students to identify academic strengths and challenges, gauge adjustment to academic and social life on campus, and provide advice regarding viable pathways that may lead to enhanced student success.
• Evaluates student needs objectively, fairly, and consistently and make appropriate referrals.
• Assists students in understanding and negotiating the academic rules and regulations that govern academic eligibility, progress, and successful degree completion.
• Assists students in developing a student success plan, a co-curricular transcript and a career pathway plan.
• Maintains detailed and thorough notes on individual advising sessions using unit and campus level reporting mechanisms.
• Assists with the development of reports, data analysis and assessment of students’ first year term by term engagement and success.
• Participates in the drop-in rotation to advise students seeking assistance but are not specifically targeted to receive assigned mentoring services.
• Builds, fosters and maintains intentional relationships with relevant campus departments, units and/or colleges.
• Maintains awareness of a variety of institutional information including new majors, minors, certificate programs, deadlines and important dates etc.
• Maintains awareness of current trends and best practices regarding student outreach and/or retention; assist with developing retention strategies, and work closely with staff in implementing, evaluating, and improving retention strategies.

(20%) SUPERVISING

• Assists with hiring, onboarding, training, professional development and evaluation of assigned Mentors.
• Serves as a coach and counsel to assist Mentors in meeting performance goals.
• Supervises the day-to-day activities of assigned graduate staff (Mentors).
• Schedules biweekly individual meetings with Mentors.
• Works with Mentors to assist with trouble-shooting student related issues and stressors.
• Disseminates accurate and timely information to the Mentors.
• Coordinates and host monthly advising leadership meetings.

(5%) OTHER GENERAL DUTIES

• Assists in the general administrative planning and resource allocation.
• Participates in staff, committee, and other meetings as assigned.
• Participates in the annual new student recruiting and yielding activities.
• Performs evening, weekend and business/conference travel as requested.
• Assists with meeting the operational needs by performing other appropriate related duties.

Organizational Chart:
Vice Chancellor for Student Affairs
Associate Vice Chancellor for Student Success and Engagement
Position Requirements and Qualifications:

Education:
Required: Bachelor’s degree from a discipline appropriate for administering comprehensive, collegiate academic support service and mentoring.
Preferred: Master’s degree from a discipline appropriate for administering comprehensive, collegiate academic support service and mentoring.

Experience:
Required: A minimum of two years of experience with academic advising, student retention, academic coaching, mentoring, or counseling. A minimum of two years of experience working with students from diverse backgrounds, first generation, low-income, TRIO or EOP.
Preferred: Three years of relevant work experience. Working knowledge of student systems (e.g., Banner, Uaccine or DARS, Transferology, etc.).

Training, Licenses or Certifications:
Required:
Preferred:

Knowledge, Skills, and Abilities:
Ability to think clearly, creatively, and to solve problems proactively. Excellent communication and administrative skills. Ability to learn and disseminate detailed information. Ability to work effectively individually and collaboratively. Ability to manage competing priorities successfully. Ability to advise, mentor, and coach students successfully. Must be student centered and service oriented.

Environmental Demands:

Is this a Security Sensitive or Protection of Minors position? (x) Yes  ( ) No
Purchasing Authority of $5,000 or more? ( ) Yes  (x) No
Supervisory Authority of 20 or more? ( ) Yes  (x) No

Upon receiving approval, print the Job Description, obtain signatures from the incumbent and supervisor and attach the signed Job Description to the HR Front End transaction.

Incumbent signature: ___________________________ Date: ___________________________

Printed Incumbent name: ___________________________

Supervisor signature: ___________________________ Date: ___________________________

Printed Supervisor name: ___________________________