Position Description

Sonoma State University is committed to achieving excellence through teaching, scholarship, learning and inclusion. In line with our Strategic Plan and our Seawolf Commitment, our values include diversity, sustainability, community engagement, respect, responsibility, excellence and integrity. We strive to cultivate a community in which a diverse population can learn and work in an atmosphere of civility and respect. We encourage innovation, experimentation and creativity, as well as contributions to equity and inclusion, in the pursuit of excellence for all members of our university community.

Position Purpose: Under general direction of the Director of EOP and PUERTA, the Veteran Services Advisor is responsible for providing direct student advising services to veteran, veteran dependent, active duty, reserve, and other military-connected students concerning their academic plans and progress, academic schedule, choice of major, and other academic activities, to assist the student in making decisions concerning personal educational goals leading to graduation. In addition, the incumbent is responsible for overseeing the day-to-day operations of the Military and Veteran Resource Center (MAVRC) as well as coordinating the student support programs and services offered by MAVRC.

Major Duties: Major duties of the position include, but are not limited to, the following:

Academic Advising

- Ensure a smooth transition for veteran and other military-connected students by meeting individually with students to provide academic advising and general assistance.
- Advise veteran and other military-connected students regarding general education requirements, transfer credits/articulation agreements, appropriate class selection, academic policies and procedures, and campus and off-campus resources.
- Advise prospective and incoming veteran and military-connected students regarding course choices at their home institution, transfer credits/articulation agreements, major choice, and other general pre-matriculation requirements.
- Coordinate projects within the Center for Access And Student Enrichment (CAASE).
- Work closely with students to identify, define, develop, and assess realistic and individualized educational pathways and academic plans.
- Actively participate in initiatives, campaigns, outreach, and events related to student success and advising.
- Assist students to engage in their learning experiences, develop accountability for their decisions, and cultivate an understanding of how those decisions impact their success.
- Guide students through the various pathways to declare or change a major/minor.
- Closely monitor scenarios, and identify opportunities to develop, implement, measure, and improve academic success strategies.
- Work closely with university partners to ensure that student inquiries are strategically coordinated and addressed in a timely manner, while supporting academic integrity and policies.
- Provide comprehensive holistic, proactive, and meaningful guidance for students on acclimating to their new academic lifestyle and building supportive personal environments and best practices to facilitate their success.
- Empower students to create and maintain effective connections within Sonoma State University.
- Maintain confidential and objective advising records.
- Participate in Orientations and Summer Bridge.
- Work closely with highly visible student groups to help them identify problems, think through the implications of alternative solutions, evaluate past occurrences, and reach appropriate conclusions and decisions.
● Coordinate and assist in efforts to support staff and faculty across campus, as well as share insight and expertise on areas and student groups within the purview of the Center for Access And Student Enrichment (CAASE).
● Considerable administrative planning to recognize specific program needs, then develop and present creative solutions that integrate approaches across organizational lines.

Military and Veteran Resource Center (MAVRC) Programs and Services

● Oversee day-to-day operations of MAVRC, including but not limited to MAVRC front-desk services, academic advising scheduling, MAVRC events/services, and student staffing.
● Assess student needs and develop/implement initiatives to foster veteran and military-connected student persistence, success, and on-time graduation.
● Develop and execute MAVRC and campus-wide events and workshops, including: establishing objectives, coordinating logistics, advertising, and collaborating with campus and off-campus partners.
● Collaborate with Financial Aid and the School Certifying Official to communicate concise pathways for students requiring certification of educational benefits.
● Provide community outreach and partner with local community organizations.
● Coordinate the recruitment, selection, training, and supervision of Veteran student leaders and student assistants.
● Oversee assessment of training needs and develop/implement training curriculum for student staff.
● Apply student leadership development practices to promote a sense of belonging and to provide mentorship and guidance for all student staff.
● Create and oversee website and publications geared toward transfer and veteran students.
● Represent MAVRC at federal and state meetings such as the Chancellor’s Office Veteran Affairs monthly meeting.
● Serve as a representative of the Center for Academic Access and Student Enrichment (CAASE) for campus events such as Summer Bridge, Transfer Orientations, Seawolf Decision Day, community college outreach, etc.

Secondary Duties: Performs other secondary duties as assigned.

Work Environment: Duties take place primarily in an office setting located at Sonoma State University, however may include working indoors and outdoors when necessary to support the department. The normal work schedule is Monday through Friday aligned with regular campus hours. As an exempt employee you have some flexibility in your schedule, however, you must be available during the regular campus hours Monday through Friday to meet the operational needs of the campus and department. Your specific start time is determined by your Appropriate Administrator. Evening and weekend hours may be required and will be specified only by the supervisor to meet operational needs. The incumbent must maintain regular and acceptable attendance, as is determined by the Appropriate Administrator. The position may require occasional travel, by automobile and airplane, and the incumbent must be able to work some night and weekend hours with overnight stays.

Minimum Qualifications: Possession of these knowledge and abilities is typically demonstrated through the equivalent of three years of progressively responsible professional student services work experience. One year in the program area to which assigned may be preferred, but is not required. This position requires the equivalent to graduation from a four-year college or university in a related field, including upper division or graduate coursework in counseling techniques, interviewing, and conflict resolution where such are job-related. A master’s degree in Counseling, Clinical Psychology, Social Work, or a directly related field may be substituted for one year of work experience.

Intermediate proficiency with computers, Microsoft Office (Word, Excel), and Google Suite required. Knowledge of databases and student information systems. PeopleSoft preferred. EAB Student Success Collaborative preferred. Bilingual in English/Spanish highly preferred. Previous military experience highly preferred.
Thorough knowledge of the principles of individual and group behavior, and the ability to articulate the purpose of Student Affairs, student success, and academic advising programs. General knowledge of the practices, procedures, and trends in Student Affairs, student success, and academic advising programs, with demonstrated experience and knowledge of programs and resources that support the persistence and academic success of college students, particularly at-risk student populations. General knowledge of individual counseling techniques; general knowledge, or the ability to rapidly acquire such knowledge, of the organizational procedures and activities which the position is assigned.

This position also requires the following abilities:

- Analyze complex situations accurately and adopt effective courses of action.
- Determine appropriate courses of action and proper techniques to utilize while engaged with individuals in personal interactions of an argumentative or sensitive nature.
- Interpret and evaluate descriptions and explanations of problems brought forward by individuals or student organizations, analyze and define the problem, draw valid conclusions and project consequences of various alternative courses of action.
- Interpret and apply program rules and regulations.
- Use initiative and resourcefulness in planning work assignments.
- Advise students individually and in groups on complex student-related matters.
- Demonstrate multicultural competence through knowledge, skills, and abilities.
- Ability to be innovative and open to researching and implementing current academic advising best practices.
- Strong oral and written communication skills, including excellent customer service skills.
- Adhere to strict confidentiality requirements and ethical standards.
- Carry out a variety of professionally complex assignments without detailed instructions.
- Coordinate and prioritize multiple, competing tasks to meet project deadlines.
- Work effectively both independently and as part of a team.
- Be flexible in handling change and challenges.
- Think critically and stay focused under pressure.
- Work in a fast-paced environment.
- Develop positive interpersonal relationships with students, faculty, staff, and community members.
- Learn and effectively apply a variety of state, federal, CSU, and SSU policies and procedures.
- Independently plan work, solve problems, and use sound judgment to take action.
- Make decisions within established parameters, regulations, and guidelines; and recommend changes in procedures to address student support needs.

Must have the ability to effectively communicate with all levels within the university and establish and maintain productive and effective, inclusive working relationships amongst diverse populations including staff, faculty, administration, students, and other internal and external constituents. Must be able to accept constructive feedback and work cooperatively in group situations.