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:** Reporting to and under general direction of the Dean, School of Social Sciences, the School of Social Sciences Academic Advisor (Academic Advisor) provides comprehensive academic advising services to the School of Social Sciences undergraduate students, including both first-time, first-year students and transfer students. The Academic Advisor performs complex student services professional work characterized by independent student advisement and guidance during student’s transition into and throughout the University. The Academic Advisor also collaborates with the SSU Advising Center to ensure the accuracy and proper application of academic policies and procedures.

**Major Duties:** Major duties of the position may include, but are not limited to, the following:
- Provides information to students, parents, the campus, and the community with individual and/or group advising to support student learning, development, and success
- Conducts professional, educational workshops for current and prospective students on issues relating to academics and advising
- Audits and verifies change of status requests and supports graduation applications
- Makes appropriate recommendations to students regarding available resources and services such as on-campus student support services. Makes referrals to campus staff and/or departments as needed
- Coordinates with the chairs from the relevant academic departments to support and regularly communicate with faculty members in their advising capacities. Attends Social Sciences Council of Chairs and department meetings as needed
- Audits student records, and plans to support student success, retention, and on-time graduation
- Provides information, outreach and advising to prospective Social Sciences students and coordinates and collaborates with advising staff at local community colleges
- Independently resolves routine advising matters and collaborates with faculty members to resolve highly sensitive, confidential, and controversial issues
- Oversees the maintenance and security of confidential student records; utilizes systems and programs such as Peoplesoft and LoboConnect for advising-related processes
- Initiates and maintains the highest quality, inclusive, collaborative, and professional relationships with students, staff, faculty, and members of the community
- Collaborates with department chairs, staff, and student assistants to ensure the accuracy of University and Social Sciences policies, requirements, and procedures
- Works closely and collaboratively with campus advising and the SSU Advising Center; executes additional Advising Center tasks as assigned, including academic planning and campus-based events; serves as a liaison between the SSU Advising Center and the School of Social Sciences
- Reviews and evaluates student transcripts and Academic Requirements report for graduation eligibility and for readiness to apply to graduate school when applicable
- Regularly reviews and suggests updates to Social Sciences website content

**Secondary Duties:** Performs other secondary duties as assigned.
**Work Environment:** Duties take place mostly in an office setting located at Sonoma State University however, additional duties may be performed in various locations on the Sonoma State University campus, including working both indoors and outdoors to support and participate in university activities and events. Recruiting efforts and field placement duties may take place at school district or junior college sites in the Northern Bay Area. 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 must be available during the regular campus hours Monday through Friday to meet the operational needs of the campus and department. 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 at such levels 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.

This position requires, with or without reasonable accommodations, the ability to frequently sit, move or stand for office and/or event functions, be at a computer for 6-8 hours/day, occasionally reach with hands and arms, climb or balance, stoop and kneel and lift objects of up to 20 lbs in weight.

**Minimum Qualifications:** This position requires equivalent to graduation from a four-year college or university in a related field, including or supplemented by upper division or graduate course work in counseling techniques, interviewing, and conflict resolution where such are job-related. 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. A master’s degree in Counseling, Clinical Psychology, Social Work, Higher Education Leadership, or a directly related field may be substituted for one year of experience. Curricular knowledge of Social Sciences largest major, Psychology, preferred. Advanced proficiency with computers and Microsoft Office and Google Suite required. Knowledge of online database systems and PeopleSoft preferred.

This position also requires the following knowledge and abilities:
- Thorough knowledge of the principles of individual and group behavior
- General knowledge of the principles, practices and trends of the Student Services field as well as general knowledge of programming policies, procedures and practices of undergraduate, admission requirements for SSU
- General knowledge of individual counseling techniques; general knowledge, or the ability to rapidly acquire such knowledge, of the organizational procedures and activities within the School of Social Sciences and SSU
- Demonstrated understanding of undergraduate and post-baccalaureate curriculum in the School of Social Sciences.
- Demonstrated working knowledge of student support services and campus resources, including career services, the learning and academic resources center, and student clubs
- Demonstrated working knowledge of advising-related barriers that disproportionately affect students of color, first-generation students, and students from underserved communities
- Demonstrated resilience to a changing work environment
- Ability to analyze complex situations accurately and adopt effective courses of action
- Ability to advise, mentor, and counsel students individually and in large group settings, including providing advising and mentorship that is inclusive, respectful, and accessible
- Ability to determine appropriate courses of action and proper techniques to utilize while engaged with individuals in personal interactions of an argumentative or sensitive nature
- Ability to interpret and evaluate descriptions and explanations of problems brought forward by individuals, analyze and define the problem, draw valid conclusions and project consequences of various alternative courses of action
- Ability to carry out a variety of professionally complex assignments without detailed instructions
- Ability to work independently with demonstrated ability to coordinate and prioritize multiple complex tasks to meet project deadlines concurrently with accuracy and detail
- Ability to research and evaluate student data and conduct professional advising workshops
- Ability to serve as a “working supervisor” or lead person within an administrative environment
Excellent interpersonal and oral and written communication skills
- Ability to learn, interpret and apply pertinent University policies, systems, and procedures and be able to explain them to others
- Ability to conduct administrative planning to develop creative solutions which integrate approaches across organizational lines
- Ability to recognize specific program needs and develop approaches for possible implementation to meet these needs
- Ability to apply of a high degree of judgment, or persuasiveness, imagination and professional skills; and maintain confidentiality
- 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
- Ability to accept constructive feedback and work cooperatively in group situations