Position Description

Department: Engineering Student Services
Classification Title: Student Services Professional III
Working Title: Academic Advisor
FLSA Status: ☒ Exempt
Incumbent:

Position Summary

Duties and Responsibilities
As a division of the College of Engineering, Engineering Student Services provides an inclusive, respectful, encouraging environment that fosters the retention and graduation of all undergraduate engineering students. Through our Advising, Multicultural Engineering Program (MEP), and International Exchange Program (IEP), our staff provides comprehensive services to guide and empower students to achieve their goals.

Under the general direction of the Director for Engineering Student Services, this position will be responsible for providing independent academic advisement, counseling, and related services, including but not limited to advising students on course selection, study abroad, change of major, academic probation, disqualification, and readmission.

As a part of the Engineering Student Services team, this position will focus on the development of a specific student population or advising area as determined by data and need. These specialty areas and populations could include transfer students, students typically underserved in the College of Engineering via the MEP, change of major, academic probation and disqualification populations and processes, readmission, IEP, and students at risk of being retained. This position will be responsible for planning and leading events, as well as representing Engineering Student Services on campus committees based on area of specialty.

Essential Job Functions

1. Provide independent, complex, and sensitive academic guidance to students in individual and group settings. Including, but not limited to, academic advising issues; disseminating information on Cal Poly institutional policies and procedures, interpreting degree audits, evaluating and determining transfer credit, calculating grade point average, developing quarter-by-quarter graduation plans, creating and approving Individualized Change of Major Agreements (ICMA’s), creating and approving readmission agreements, decision making authority on student related forms, and connecting students with appropriate campus resources.

2. Provide complex and sensitive developmental guidance to students in individual and group settings regarding special issues including (but not limited to) circumstances impeding graduation, career exploration, professional, and personal development.

3. Create and deliver comprehensive and holistic advising/workshops/guidance to students wanting to change majors and students that have been disqualified and working towards readmission. This also includes helping guide students to alternate paths when their first choice is not an option.

4. Represent Engineering Student Services on campus wide committees and policy development.
5. Help maintain ESS website with current information and policies.
6. Consult with departments to create change of major policy, blanket substitutions, transfer flowcharts.
7. Be an effective and positive member of the Engineering Student Services team.
8. Plan, develop, and implement advising presentations, workshops, and special programming as determined by data and student need.
9. Provide proactive advising and outreach to students based on risk factors.
10. Make recommendations regarding retention and graduation with particular attention to student groups with historically lower retention and graduation rates.
11. Continually review, analyze, and improve services to best serve students.
12. Assist in the creation and implementation of special event such as: SLO Days, registration workshops, change of major workshops, WOW, academic success workshops, Transfer Student Week, and engineering course presentations.

Related Job Functions

1. Perform other job-related duties and special projects as assigned.
2. Maintain currency in the knowledge and skills necessary to facilitate industry-leading solutions.

Required Education, Experience, and Credentials

Education/Experience:
- 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. Three years of progressively responsible professional student services work experience.
- A master’s degree in counseling, clinical psychology, social work, or a directly related field may be substituted for one year of experience.
- A doctorate degree and the appropriate internship or clinical training in counseling or guidance may be substituted for the three years of experience for positions with a major responsibility for professional career or personal counseling.

Required Skills, Knowledge, and Abilities

1. General knowledge of the methods and problems of organizational and program management.
2. General knowledge of research and interview techniques.
3. Ability to interpret and apply program rules and regulations.
4. Ability to use initiative and resourcefulness in planning work assignments and in implementing long-range program improvements.
5. Ability to obtain factual and interpretive information through interviews.
6. Ability to reason logically; ability to collect, compile, analyze and evaluate data and make verbal or written presentation based on these data.
7. Ability to recognize multicultural, multi-sexed and multi-aged value systems and work accordingly.
8. Demonstrated ability to make decisions and carry through actions having implications regarding other program or service areas.
9. Thorough knowledge of the principles of individual and group behavior.
10. General knowledge of the principles, practices and trends of the Student Services field as well as general knowledge of the policies, procedures, activities and practices of the program area to which it is assigned.
11. General knowledge of individual counseling techniques.
12. General knowledge, or the ability to rapidly acquire such knowledge, of the overall operation, functions, programs, organizational procedures, and activities of the campus.
13. Working knowledge of student services programs outside the program to which immediately assigned.
14. Ability to analyze complex situations accurately and adopt effective courses of action.
15. Ability to advise students individually and in groups on complex student-related matters.
16. 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.
17. Ability to 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.
18. Ability to carry out a variety of professionally complex assignments without detailed instructions.
19. Ability to establish and maintain cooperative working relationships with a variety of individuals to include faculty, CSU administrators, student organizations, and other private and public agencies and others in committee work, and student advising and community contacts.

Preferred Skills and Experience

- Experience working at a university or community college.
- Experience using student administration systems such as PeopleSoft.
- Experience using automated degree audit software.
- Experience advising and counseling students regarding academic success and progress to degree.
- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
- Experience developing, planning, and implementing programs and events.

Special Conditions

- Must be willing to travel and attend training programs off-site for occasional professional development.
- Must be able to work overtime, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.
- The person holding this position is considered a ‘mandated reporter’ under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.
- Must be able to successfully pass a pre-employment background/fingerprint check.
- This position classification has been defined as “Exempt” and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).

INCUMBENT: I have read this position description and understand its contents.

INCUMBENT NAME ___________________________ SIGNATURE ___________________________ DATE __________

SUPERVISOR: I certify that all statements on this form are complete and accurate.

IMMEDIATE SUPERVISOR NAME AND TITLE ___________________________ SIGNATURE ___________________________ DATE __________

DEPARTMENT HEAD: I certify that all statements on this form are complete and accurate.

DEPARTMENT HEAD NAME AND TITLE ___________________________ SIGNATURE ___________________________ DATE __________
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