POSITION INFORMATION

Internal Team:* SL-APP-University Advising-120701
Job Code/Employee Classification:* SSP II
MPP Job Code:
Position Number: New Position # Request
CSU Working Title:* Academic Advisor - Mustang Success Center
Reports To: Director, Mustang SuccessCtr
Campus:* San Luis Obispo
Division:* Academic Affairs-Provost
College/Program:* Academic Programs & Planning
Department:* APP-University Advising - 120701
FLSA Status:* Exempt

SENSITIVE POSITION

Sensitive Position: ☐ Yes ☐ No
Job Summary/Basic Function:* Mustang Success Center Advisors work closely with students to identify and develop academic goals and strategies for success.
Minimum Qualifications:* Bachelor's degree and two years of professional experience in one of the student services program areas or in a related field; OR a Master's degree and one year of experience.
Required Qualifications:
Ability to provide comprehensive individual and group advisement and counseling based upon general knowledge of individual and group behavior principles, research and interview techniques.

Operates effectively, even when things are not certain or the way forward is not clear.

Is able to compile, write, and present reports related to their specialty.

Has expertise in investigating and analyzing problems with broad impact and implications. Is able to anticipate problems and address them proactively.

Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.

Is able to obtain factual and interpretative information through interviews; reason logically; collect, compile, analyze and evaluate data.

Demonstrated commitment to diversity and to serving the needs of a diverse community.

Creating a climate where people are motivated and empowered to do their best to help the organization achieve its objectives.

Is able to gain the confidence and trust of others through honesty, integrity, and authenticity.

Preferred Qualifications:
Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.

Familiar with NCAA Division I policies as they relate to academic progress/standing.

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).

License / Certification:

Mandated Reporter:*
General - The person holding this position is considered a general 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, revised July 21, 2017.

NCAA: ○ Yes  ☐ No

Conflict of Interest:*
None

Supervises Employees:*
○ Yes  ☐ No

Job Duties
# JOB DUTIES

<table>
<thead>
<tr>
<th>% of time</th>
<th>Duties / Responsibilities</th>
<th>Essential / Marginal</th>
</tr>
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<tbody>
<tr>
<td>90</td>
<td>Advising</td>
<td>Essential</td>
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<td></td>
<td>Provide comprehensive advising and academic support services to all students seeking services from the Mustang Success Center (including Cal Poly Scholars and student athletes). Services include such activities as one-on-one academic advising, mentoring, career planning and personal support and group sessions.</td>
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<tr>
<td></td>
<td>Mustang Success Center Programming</td>
<td>Essential</td>
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<td>Coordinate and lead essential workshops targeted at first and second year students, as well as first year transfer students. Strive for continuous improvement by developing a feedback loop, as well as monitoring the impact on student success through reports and ongoing assessment. Recommend and then lead and/or coordinate the implementation and management of new programs that promote or assist with student success. For example, Cal Poly Scholars, Sophomore Success Program, an &quot;early alert&quot; system, etc. Coordinate and lead training sessions/workshops for university employees who have an advising role (e.g. faculty, peer advisors, etc).</td>
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<td></td>
<td>Campus Community</td>
<td>Marginal</td>
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<td></td>
<td>Communicate regularly with the following to ensure students are receiving the best advising services possible: College advisors, Housing (CSD's and RA's), Student Academic Services, the Record's office, and other campus departments that may affect student success. Communicate with faculty to coordinate an &quot;early alert&quot; system for students who may be experiencing academic difficulty. Be familiar with campus resources, so that appropriate referrals can be made to students.</td>
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<td>10</td>
<td>Perform other job-related duties and special projects as assigned.</td>
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<td>Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.</td>
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## USERS AND APPROVALS

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