



POSITION DESCRIPTION

Department:	University Advising
Classification Title:	Student Services Professional, I B (Temp)
Working Title:	Academic Advisor
FLSA Status:	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt
Incumbent:	

Position Summary

University Advising (UA), a division of Academic Affairs, is responsible for integrating, facilitating, coordinating, synthesizing, enabling, and fostering outcomes driven efforts that support student success (e.g., retention, persistence, and graduation). Through its unique range of campus-wide programs and initiatives, UA provides leadership, services, and resources to support all Cal Poly students in reaching their academic goals. UA does this by delivering time-sensitive, inclusive academic advising and support; advocating for the academic needs of marginalized students; ensuring, through assessment and continuous review, that academic success policies and procedures are consistent and equitable; and removing institutional barriers to increase student retention and graduation. UA partners with peer, faculty and professional advisors and provides them with the training they need to empower every Cal Poly student with the confidence, and sense of belonging essential for academic success.

The temporary Academic Advisor (Student Services Professional IB level) will assist with providing academic advising to students in the transition from the quarter system to the semester system. The advisors play a crucial role in ensuring a smooth transition for students by providing comprehensive advising services and support tailored to the new semester-based academic calendar. The advisors may be assigned to work in one of the six academic colleges or the first year advising center.

Under general supervision the Mustang Success Center Director, the Academic Advisor provides academic advising to students from the assigned advising center. The incumbent provides advisement to individuals and groups of new and continuing students. The incumbent must maintain effective working relationships with a wide range of students, faculty, staff, and supporters by employing various interviewing and counseling techniques.

Duties and Responsibilities

The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

Essential Job Functions	Daily	90%
<ol style="list-style-type: none"> 1. Assist students with educational planning, course selection, and other advising related activities. 2. Explain university degree requirements, academic policies, and procedures. 3. Provide holistic support, particularly related to the semester conversion. 4. Outreach and Communication: Conduct outreach activities to promote awareness of the semester conversion process and available advising services. Communicate with students via email, presentations, and informational sessions to address questions and concerns related to the transition. 		

5. **Record Keeping:** Maintain accurate and up-to-date student records, including advising notes, academic plans, and progress towards degree completion. Utilize advising software and systems to track student interactions and monitor student success.
6. **Professional Development:** Stay informed about academic policies, curriculum changes, and best practices in academic advising. Participate in professional development opportunities to enhance advising skills and knowledge of semester conversion processes.

Related Job Functions

As Needed

10%

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 and Experience:

- Equivalent to graduation from a four-year college or university in one of the behavioral sciences, public or business administration, or a job-related field.
- One year of experience in professional Student Services work at the entry trainee level.
- Equivalent amounts of graduate level job related education may be substituted for the required experience.
- Additional specialized experience during which the applicant has acquired and successfully applied the required knowledge and abilities may be substituted for the required education on a year for year basis.

Licenses, Certificates, Credentials:

- n/a

Required Skills, Knowledge, and Abilities

- Working knowledge of the principles, practices and trends of the Student Services field. Ability to acquire knowledge of the current and future academic needs of students in academic support, interpersonal skills and diversity awareness.
- Ability to rapidly acquire the knowledge of the current and future academic needs of students in the areas of academic support, leadership, career development, service, interpersonal skills and diversity awareness.
- Ability to advise students individually and in groups on complex student related matters, ability to be sensitive to individuals and groups; keen insight and understanding of cause and effect relationships that exist on campus.
- Working knowledge of methods and problems of organizational and program management, research and interview techniques, and the principles of individual and group behavior.
- Demonstrated ability to make decisions and carry through on actions with implications for other departments, colleges, and the university.
- Ability to use initiative and resourcefulness in planning work assignments and in implementing long-range program improvements.
- Ability to reason logically; ability to collect, compile, analyze and evaluate data and ability to make verbal or written presentations based on this data; ability to evaluate and interpret complex problems, draw valid conclusions, and project consequences of alternative courses of action.
- Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.

- Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.
- Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in and outside the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.
- Excellent interpersonal and communication skills; ability to effectively communicate information clearly and understandably, both verbally and in writing.
- Thorough knowledge of English grammar, spelling and punctuation.
- Ability to interpret and apply program rules and regulations.
- Ability to interpret, communicate and apply policies and procedures.
- Demonstrated ability to maintain a high degree of confidentiality.
- Excellent organizational and time management skills, can set priorities to coordinate assignments with fluctuating and time-sensitive deadlines.
- Excellent computer skills and proficiency with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet as well as online calendaring and email.
- Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.

Preferred Skills and Experience

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

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 non-exempt and is subject to overtime provisions of the Fair Labor Standards Act (FLSA).

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

INCUMBENT NAME	SIGNATURE	DATE
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SUPERVISOR: I certify that all statements on this form are complete and accurate.

IMMEDIATE SUPERVISOR NAME AND TITLE	SIGNATURE	DATE
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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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HUMAN RESOURCES USE ONLY

Employee ID#: _____	REQUEST FOR:	CLASSIFICATION INFORMATION
Position Number: _____	<input type="checkbox"/> Update Review for File	Classification Title: SSP IB
FTE: _____	<input type="checkbox"/> Classification Review	Class Code/Range: 3079 / 2
<input type="checkbox"/> Permanent	<input type="checkbox"/> New Position Recruitment	CBID: 04
<input type="checkbox"/> Temporary	<input type="checkbox"/> Replacement Recruitment	MPP Job Code: n/a
<input type="checkbox"/> COI Position		Classifier Initials: HR
Recruitment Number: _____		Date: 06/13/24