



POSITION DESCRIPTION

Department: **International Center**

Classification Title: **SSP II**

Working Title: **Study Abroad Advisor**

FLSA Status: Non-Exempt Exempt

Incumbent:

Position Summary

The primary mission of the Cal Poly International Center is to provide leadership and coordination for international activities and programs and to serve as a catalyst for internationalization efforts at Cal Poly. The IC maintains administrative authority and university-wide oversight of international engagement and initiatives supported by the campus. We are committed to providing equity and access to services and programs for the populations we serve, including for students studying abroad and international students and scholars at Cal Poly. We provide support to campus efforts in internationalizing the curriculum and in creating global partnerships.

Reporting to the Assistant Director for the International Center and under the general guidance of the Assistant Vice Provost for International Programs, this position will be part of the Study Abroad unit within the Cal Poly International Center. This position serves as a study abroad advisor for affiliated study abroad programs, is the primary advisor for First Year Global Opportunities (GO) programs and provides support to the study abroad unit in the marketing and recruitment for study abroad, application review, orientations, program assessment, and event planning. This position also provides ongoing review, advising and recommendations regarding GE substitution pre-approval requests for study abroad, maintains course equivalencies in the study abroad database, Terra Dotta Systems (TDS) and works closely with the team of study abroad peer advisors. This position works actively and independently with Cal Poly faculty, staff, students, and campus offices.

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. Advising for affiliated partner programs <ul style="list-style-type: none"> • Advise students on a suite of study abroad opportunities through affiliated partner programs • Provide advising for GE credit pre-approvals and collaborate with the study abroad team and campus colleagues the on-going development and maintenance of a database for pre-approved courses in study abroad • Work with students throughout the application, pre-departure and re-entry phases of study abroad 2. Advising on First Year Global Opportunities <ul style="list-style-type: none"> • Advise first-year students on opportunities offered during their first year at Cal Poly. • Establish publicity materials and scholarship information for First Year GO programming. • Work with first-year students throughout the application, pre-departure and re-entry phases of First Year GO | | |

3. Advising on General Education and study abroad
 - Advise students on GE approval process for study abroad
 - Maintain GE course equivalency lists from Perceptive to be added in the Terra Dotta database
4. Program Promotion, Orientation and Re-entry
 - Develop and present on study abroad including First Year GO to the campus community and to incoming FTF
 - Develop pre-departure material for online and in person orientations and workshops
 - Create and update program-specific orientation materials
 - Coordinate outreach activities for assigned programs
 - Work with the marketing team and study abroad staff to promote assigned programs and study abroad
 - Participate in the development and implementation of International Center events
 - Work with student assistant peer advisors to assist with training, mentoring, program promotion and the study abroad application process

Related Job Functions

As Needed

10%

- Perform other job-related duties and special projects as assigned.
- Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.

Required Education, Experience, and Credentials

Education and Experience:

- 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.
- 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

- Ability to obtain factual and interpretative information through interviews.
- General knowledge of the principles of individual and group behavior.
- Ability to rapidly acquire a working knowledge of the specific objectives of international student advising and its relationship to the total campus operation.
- Ability to advise students individually and on groups on routine matters where required.
- Ability to gather and analyze data and make verbal or written presentations based on these data.
- Ability to reason logically, draw valid conclusions and make appropriate recommendations.
- Demonstrated ability to make decisions and carry through actions having implications with regard to other program or service areas.
- Ability to present clear and concise information orally and in written reports.
- 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 communication skills: ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.
- Thorough knowledge of English grammar, spelling, and punctuation.
- Ability to recognize multicultural, multi-sexed and multi-aged value systems and work accordingly; knowledge of advising theory, diversity issues and cultural differences.
- Ability to successfully interact with a diverse student population and to assess student needs.
- Demonstrated ability to maintain a high degree of confidentiality.
- Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple 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.
- Ability to assess student applications for indicators of readiness for study abroad.
- Ability to establish and maintain cooperative working relationships with faculty, CSU administrators, student organizations and other private and public agencies.
- Excellent interpersonal skills, including one-on-one counseling and group advising skills.

Preferred Skills and Experience

- Professional experience in a university-level international education office.
- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
- Master's degree in Education or related field.
- Experience counseling and working with diverse college student populations.
- Previous experience studying at the undergraduate level, or living abroad for a minimum of six weeks

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).
- Must be able to serve as an essential campus emergency response personnel as needed by the campus and Department.

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.

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|-------------------------------------|-----------|------|
| 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

HUMAN RESOURCES USE ONLY

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|---------------------------------------|---|------------------------------|
| Employee ID#: _____ | REQUEST FOR: | CLASSIFICATION INFORMATION |
| Position Number: _____ | <input type="checkbox"/> Update Review for File | Classification Title: SSP II |
| FTE: _____ | <input type="checkbox"/> Classification Review | Class Code/Range: 3082 / 1 |
| <input type="checkbox"/> Permanent | <input type="checkbox"/> New Position Recruitment | CBID: R04 |
| <input type="checkbox"/> Temporary | <input type="checkbox"/> Replacement Recruitment | MPP Job Code: n/a |
| <input type="checkbox"/> COI Position | | Classifier Initials: SJ |
| Recruitment Number: _____ | | Date: 11/08/24 |