



POSITION DESCRIPTION

Department:	BCSM Student Services (Advising Center)
Classification Title:	Student Services Professional II
Working Title:	Academic Advisor
FLSA Status:	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt
Incumbent:	

Position Summary

The Bailey College of Science and Mathematics (BCSM) Student Services provides academic advising services for all students within the college. There are approximately 3000 students affiliated with seven departments spanning 11 different Bachelor of Science degrees and the School of Education which offers a full range of options from undergraduate blended and integrated post-baccalaureate teaching credentials through advanced credentials and master’s degrees. The Bailey College operates under the leadership of the Dean of the Bailey College of Science and Mathematics, and a management staff consisting of associate deans, department chairs, and program directors. The Bailey College of Science and Mathematics strives to empower all students, faculty, and staff to succeed in a diverse and inclusive community that values respect, equity and social justice. The college values our diversity of complex and intersecting identities, while striving to maintain an environment that is socially just, equitable, respectful, and inclusive.

Under the general supervision of the Bailey College Associate Dean for Student Success, Welfare, Diversity, and Inclusion, this position provides academic advising and related support services to current and prospective undergraduate students in the Bailey College of Science and Mathematics. The incumbent works with a moderate degree of independence to provide holistic academic advising to undergraduate students including developing tailored academic plans; selecting courses, concentrations, and minors; referring to campus partners such as basic needs programs and Campus Health & Wellbeing; explaining campus policies and procedures; recommending strategies for academic success; guiding students through the change of major process; interpreting curriculum sheets and articulation agreements; and assisting with new student recruitment and orientation programming.

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%

1. Provide consistent, accurate, sensitive, and equitable academic advising services to current and prospective students in an inclusive and culturally competent manner.
2. Advise students in a holistic manner on all issues related to retention and progress towards degree, such as curriculum sequences, course substitutions, and articulation agreements. Coach and counsel students who are failing to meet expected academic progress to ensure academic success. Refer students to appropriate campus support resources such as basic needs, career services, campus health & counseling services and various student academic services.

3. Meet with students individually and in small groups to present information addressing campus policies and procedures, academic requirements, and quarter to semester conversion implications.
4. Assist students changing majors, adding minors, or exploring high-impact educational opportunities such as internships, undergraduate research, and study abroad.
5. Advise students by identifying alternatives and helping them with both academic and personal choices.
6. Collaborate with academic departments, faculty, and campus stakeholders to develop and implement strategies for transitioning students from the quarter system to the semester system.
7. Communicate regularly with other advising centers and student support groups on campus, including the Mustang Success Center, the Transfer Center, Bailey College Dean's office and departments, and Dean of Students as needed in the course of advising individual students. Be familiar with campus resources, so that students can be referred to the best services possible.
8. Assist with special programming and orientation programs such as presentations in classes, in residence halls, student & faculty groups, SLO Days, WOW and Open House.
9. Maintain student files, communication, and notes related to advising including appointment summaries, curriculum sheets, concentration forms, substitution forms, minor forms, and other information as needed.
10. Identify and communicate as needed to advising lead and/or associate dean potential barriers faced by students in progress to degree or as a result of transition to semesters.
11. Collaborate with departments and the Registrar's Office for updating documents and websites to include curriculum, flowcharts/roadmaps, tentative course offerings, and other items as needed.
12. Participate in Bailey College and university-wide meetings for academic advisors to foster collaboration and on-going professional development, including knowledge of semester conversion process.
13. Monitor student major GPA and overall degree progress and provide advising and coaching for students in the college who are academically at-risk or currently on academic probation or in academic disqualification status.

Related Job Functions

As Needed

10%

1. Perform other job-related duties and special projects as assigned
2. Participate in advising-related campus committees, focus groups, and/or working groups to ensure sufficient representation of college priorities and concerns as needed.
3. Maintain currency in the knowledge and skills necessary to facilitate industry-leading solutions and student success best practices.

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. Two years of professional experience in one of the student services program areas or in a related field. A master's degree in a job-related field may be substituted for one year of the professional 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

1. Ability to work in an inclusive environment, supporting students, staff, and faculty with diverse and intersecting identities in an equitable and culturally competent manner.
2. Ability to work effectively as a part of a diverse team and to involve others in problem solving.
3. Ability to be flexible in work assignments to best meet the needs of students and the needs of Bailey College Student Services advising team.
4. Excellent attention to detail and thoroughness.
5. Skilled at counseling or advising individuals and in groups on complex student related matters, including students from historically underserved student populations, first-generation college, and Pell-eligible.
6. Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere with individuals in and outside the University including students, staff, faculty, and members of the public (e.g., supporters).
7. Ability to use initiative and resourcefulness in planning work assignments, planning special events/projects, and in implementing long-range program improvements.
8. Ability to analytically evaluate and interpret complex problems, draw valid conclusions and project consequences of alternative courses of action.
9. Excellent interpersonal skills, including one-on-one counseling and group advising skills.
10. Ability to assess student needs (academic, social, and personal) in a proactive manner and refer to appropriate campus resources if necessary.
11. Demonstrated customer service experience requiring ability to handle difficult situations in a sensitive, professional manner and reach positive outcomes.
12. General knowledge of methods and problems of organizational and program management, research and interview techniques, and the principles of individual and group behavior.
13. Ability to understand and communicate strategic goals and plans to achieve them.
14. Excellent communication skills, both verbal and written. Ability to speak publicly, with experience in presenting in front of groups of people.
15. Thorough knowledge of English grammar, spelling, and punctuation.
16. 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.
17. Ability to interpret, communicate and apply policies and procedures.
18. Demonstrated ability to maintain a high degree of confidentiality.
19. Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating, time-sensitive deadlines. Ability to accept that there will be overlapping priorities and to manage pressures exerted by the various constituent groups that are served.
20. 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.
21. Working knowledge of or ability to quickly learn university and college infrastructure, policies, and procedures.

Preferred Skills and Experience

- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
- Experience working with individuals of diverse and intersecting identities and fostering a collaborative, supportive and inclusive environment.

Special Conditions

- Must be willing to travel and attend training programs off-site for occasional professional development.
- Must be willing to attend training sessions that continually update advisors on policies, procedures, and technological advancement pertaining to the job requirements of this position.
- Must adhere to business hours and be available to open and close Bailey College Student Services office as needed.
- Must be able to work additional hours, occasional holidays, and adjust working hours to meet special jobs and organizational needs during extremely busy periods such as registration. 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
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SUPERVISOR: I certify that all statements on this form are complete and accurate.

Camille O'Bryant, Associate Dean

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.

Camille O'Bryant, Associate Dean

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 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: 08/01/24