

Sonoma State University is committed to achieving excellence through teaching, scholarship, learning and inclusion. In line with our Strategic Plan and our Seawolf Commitment, our values include diversity, sustainability, community engagement, respect, responsibility, excellence and integrity. We strive to cultivate a community in which a diverse population can learn and work in an atmosphere of civility and respect. We encourage innovation, experimentation and creativity, as well as contributions to equity and inclusion, in the pursuit of excellence for all members of our university community.

Position Purpose: Reporting to and under the general supervision of the Director of Upward Bound Piner, Academic Talent Search, Training and Leadership, the Academic Talent Search Outreach Advisor provides academic support services, academic advising services, community resources, and information regarding TRIO program opportunities to target students in grades 6 through 12, parents and the general public. The incumbent performs moderately complex professional student service work utilizing a variety of advising strategies and academic support services to ensure student retention and success through graduation and also collaborates as a team member on delivery of general advising services, new student orientations, and academic success workshops. In addition, the incumbent participates in student recruitment activities and the development of outreach and academic advising plans for Academic Talent Search program participants on identified program needs.

Major Duties: Working under general supervision, major duties of the position include, but are not limited to, the following:

- Provide academic advisement through one-on-one appointments, daily electronic communications, phone calls, and group academic advising sessions at multiple school sites throughout Sonoma County.
- Work with students to evaluate and understand their academic records and setting goals for academic progress to ensure completion of their academic programs.
- Closely monitor students to proactively identify at-risk scenarios, identify opportunities to develop, implement, measure, and improve academic success strategies.
- Work closely with school site contacts/counselors to advocate academic development of program participants and to ensure that student inquiries are strategically coordinated and addressed in a timely manner.
- Advise prospective students, parents, and the general public regarding program admissions requirements, policies, and procedures through workshops, presentations, appointments, and phone, e-mail and paper communications.
- Advise students on university, college and program level academic policies and procedures.
- Actively assist with campus retention and graduation efforts.
- Advise prospective students on their eligibility for admission through individual appointments, phone sessions, and e-mail.
- Provide prospective students with general information on financial aid, internships, college placement, housing, student services, retention programs and other campus opportunities.
- Assist in the completion of program forms with participants and their parents.
- Ensure compliance with all local, state, federal and organizational policy and guidelines when implementing procedures.
- Conduct outreach to students in the form of telephone, email, group and/or individual meetings.
- Meet with students on a regular basis to track their academic success; identify options for students to satisfy degree requirements.
- Under the supervision of the Director, develop action plans for the students to explore alternative careers and related majors.
- Provide guidance to students to devise and implement a plan for student success and maintain regular follow up.
- Research successful college/university retention programs to identify best policies, practices, and procedures. Make recommendations based on best practices identified through research.
- Help students define and develop realistic educational plans.

- Monitor academic progress of students; analyze progress reports from instructors; assist in determining eligibility and satisfactory progress toward degree; identify current and potential needs or problem areas (e.g., study skills, tutoring) and refer students to appropriate campus resources for assistance.
- Cognitively guide students to develop accountability for their decisions and an understanding of how those decisions impact their success.
- Meet with students to advise and direct students to applicable retention services such as tutoring, student health, counseling, financial aid and career services.
- Work collaboratively with other academic units and services in the school and throughout the university to facilitate comprehensive student support.
- Collect, organize, and enter data to address issues relating to persistence; monitors and tracks all student records to ensure persistence in enrollment, good academic standing, and appropriate progress toward graduation.
- Update and maintain student files to accurately reflect advising session interactions and progress on or toward degree completion.
- Maintain student files and records; documents all pertinent student information; updates computerized information system regarding changes to student status.
- Participate in preparation of orientations and presents academic information to new students and parents during orientation.
- Advise prospective students, parents, and the general public regarding University admissions requirements, policies, and procedures through workshops, presentations, appointments, and phone, e-mail and paper communications.
- Participate in the planning, development, and implementation of the annual recruitment process for new students.
- Conduct recruitment presentations to potential applicants and parents.
- Attend weekly staff meetings and other meetings as necessary.
- Organize and provide student supervision on campus visits and field trips.
- Make presentations to staff and student groups regarding issues related to the programs as assigned by the Director.
- Attend professional development workshops and conferences designed for outreach personnel.

Secondary Duties: Performs other secondary duties as assigned.

Work Environment: Duties take place primarily in the Pre-Collegiate Programs office and classrooms located on the Sonoma State University campus, and target school sites throughout Sonoma County. Additional duties may be performed in various locations on the Sonoma State University campus, including working both indoors and outdoors to support and participate in university activities and events. As an exempt employee you have some flexibility in your schedule however must be available during the regular campus hours Monday through Friday to meet the operational needs of the campus and department. Evening and weekend hours may be required and will be specified only by the supervisor to meet operational needs. The incumbent must maintain regular and acceptable attendance at such levels as is determined by the Appropriate Administrator. The position may require occasional travel, by automobile and airplane, and the incumbent must be able to work some night and weekend hours with overnight stays. This position may also be eligible to participate in the campus Telecommuting Program to engage in limited telecommuting as operationally feasible.

Minimum Qualifications: This position requires the 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. Additional specialized experience during which the applicant has acquired and successfully applied the knowledge and abilities shown above may be substituted for the required education on a year-for-year basis. Possession of these knowledge and abilities is typically demonstrated through the equivalent of two years of professional experience in admissions, one of the student services program areas or in a related field; experience should give evidence of competence and indicate the potential for further growth. A master's degree in a job-related field may be substituted for one year of the professional experience. Experience and/or sensitivity working with a diverse student population, including those from low-income, first-generation backgrounds highly preferred. Demonstrated experience and intermediate proficiency with computers and Microsoft Office (Word,

PowerPoint, Excel) required. Knowledge of Google suite, databases, student success software, student information systems, and PeopleSoft highly preferred. Bilingual English/Spanish preferred.

This position also requires the following abilities:

- Working knowledge of university admissions requirements, policies and procedures.
- Working knowledge of the basic principles of individual and group behavior.
- Skill in interviewing and counseling students in an academic environment.
- Skill in listening perceptively and conveying awareness and comprehension.
- Ability to write clear, concise, accurate, and grammatically correct reports and communications.
- Ability to speak effectively and make presentations to both small and large audiences and in dynamic environments.
- Ability to effectively advise and communicate with all levels within the university and with persons from diverse social, cultural and economic backgrounds.
- Ability to work as a team member and collaborate with others to achieve required results.
- Ability to actively participate in, and contribute to, committee work and group meetings.
- Ability to quickly learn and apply other specialized computer and online applications related to admissions processes after basic training.
- Ability to travel and make presentations that sometimes occur in the evening and on weekends.
- Ability to quickly learn and apply a variety of state, federal, CSU and Sonoma State University policies and procedures.
- Working knowledge of the A-G college entrance requirements; knowledgeable of college admissions, financial aid, and scholarship resources; practices, procedures and trends in TRIO and Pre-Collegiate programs.
- Demonstrated multicultural competence through knowledge, skills, and abilities.
- Knowledge of learning strategies, academic skill development, and appropriate grade level assessments.
- Strong academic record coupled with success in overcoming obstacles similar to those of the target population.
- Use initiative and resourcefulness in planning work assignments.
- Advise students individually and in groups on student-related matters.
- Interpret and apply program rules and regulations.
- Strong oral and written communication skills, including excellent customer service skills.
- Learn and effectively apply a variety of state, federal, CSU, and SSU policies and procedures.
- Independently plan work, solve problems and use sound judgment to take action.
- Make decisions within established parameters, regulations and guidelines and recommend changes in procedures to address student support needs.
- Knowledge of the college preparation and placement processes.
- Collect, compile, analyze and evaluate data to infer conclusions and present data in a way, verbal or written, that conveys those conclusions clearly to stakeholders.
- Innovative and open to researching and implementing current university retention best practices.
- Adhere to strict confidentiality requirements and other ethical standards.
- Carry out a variety of professionally complex assignments without detailed instructions.
- Coordinate and prioritize multiple, completing tasks to meet strict project deadlines.
- Work effectively both independently and as part of a team.
- Be flexible in handling change and challenges.
- Think critically and stay focused under pressure.
- Work in a fast-paced environment where constructive feedback is encouraged.
- Ability to rapidly acquire a general knowledge of CSU and UC academic and admissions requirements.

Must have the ability to effectively communicate with all levels within the university and establish and maintain productive and effective, inclusive working relationships amongst diverse populations including staff, faculty, administration, students, and other internal and external constituents and must be able to accept constructive feedback. The incumbent may be required to meet the standards of the University Conflict of Interest policy if performing purchasing with the ProCard.

