

POSITION DESCRIPTION INFORMATION

To edit an approved Position Description scroll to the bottom of the form and press Update PD
Click OK in the pop-up window that appears to reset the approval process

POSITION INFORMATION

Type of Action Requested:* Replacement
Internal Team:* FL-Dean CBE - 10073
Job Code/Employee Classification:* SSP II
Job Code: 3082
Classification Title: Student Services Professional II – Range A
MPP Job Code:
Position Number: SSP II
Position no: FL-10009751
CSU Working Title:* Academic Advisor, Online Business Program (Student Services Professional II)
Salary Range/Grade: 3082-RANGE A-Grade-1
Minimum: \$ 4,841.00
Maximum: \$ 6,884.00
Pay Frequency:
Reports to Supervisor: Jenny Zhang
Reports To:* Associate Dean, Academic Programs & Student Success
Position no: FL-10008295
Campus:* Fullerton
Division:* VP, Academic Affairs
College/Program:* College of Business & Econ
Department:* Dean CBE - 10073
FLSA Status: Exempt
Hiring Type: Temporary
Workplace Type (Exclude Inst Fac): On-site (work in-person at business location)
Pay Plan: 12 Months
Pay Plan Months Off:

POSITION DESIGNATION

Mandated Reporter:* Limited - The person holding this position is considered a limited 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.
Conflict of Interest:* None
NCAA: Yes No
Is this a Sensitive Position?: Yes No
Care of People (including minors) Animals and Property: No
Authority to commit financial resources: No
Access/control over cash cards and expenditure: No
Access/possession of master/sub-master keys: No

Access to controlled or hazardous substances: No
Access/responsibility to personal info: Yes
Control over Campus business processes: No
Responsibilities requiring license or other: No
Responsibility for use of commercial equipment: No
Is this a Campus Security Authority (CSA): Yes No
Serves a security function: No
Designated recipient for crime/misconduct reports: No
Significant responsibility for Student Activities: No
Significant responsibility for Campus Activities: No

Job Summary/Basic Function:*

Under the general supervision of the Director of the Online Bachelor of Arts in Business Administration Program, the Online Business Advisor provides academic advisement and support to undergraduate students in the online business degree completion program. Advises prospective, newly admitted and continuing undergraduate students on their major degree requirements, course selection, evaluation of transcripts, and general university policies and procedures. Advises students on academic notice and assists in researching and developing strategies to help students achieve and maintain good academic standing. Under the lead of senior advisor for the online program, develops and implements comprehensive plans to improve retention of students, develops and implements workshops to enhance student success in the online program. Analyzes and modifies other existing programs to encourage cross campus collaboration of resources, as well as identifying innovative means to facilitate retention and graduation. Other duties as assigned.

Minimum Qualifications:*

Bachelor's degree or the equivalent from an accredited four-year college or university in one of the behavioral sciences, public administration, business administration or a job-related field and two years of professional experience in one of the student services program areas or a related field. A Master's degree in a job-related field may be substituted for one year of professional experience. Additional specialized and relevant experience may be substituted for the required education on a year-for-year basis.

General knowledge of the methods and problems of organizational management, research, and interview techniques. Ability to interpret and apply program rules and regulations, obtain factual and interpretative information through interviews, and advise students individually and in groups on complex student-related matters. Ability to reason logically and use initiative in planning work assignments and in implementing long-range program improvements. Ability to plan, develop, coordinate, supervise, and organize programs and activities. Ability to interact with a diverse student population, faculty, staff, and the public. Ability to analyze complex situations accurately and adopt effective courses of action. Ability to establish and maintain cooperative working relationships with a variety of individuals. Excellent verbal and written communication skills, as well as the ability to acquire knowledge of campus procedures, activities, and of the overall organization.

A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the CSU. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.

Required Qualifications:

Preferred Qualifications:

Master's degree in counseling, higher education, student services or related field. Strong communication skills, and demonstrate ability to work with students. Ability to analyze current programs to determine deficits and possible improvements. Ability to be proactive and creative in evaluating current programs and proposing improvements.

Special Conditions:

Some evenings and/or weekends may be required.

License / Certification:

Supervises Employees:*

Yes No


If position supervises other employees; list position titles:

Job Duties

JOB DUTIES

% of time	Duties / Responsibilities	Essential / Marginal
70	<p>Advising – 70%</p> <ul style="list-style-type: none"> - Facilitate ongoing info sessions and hold individual advising appointments with prospective students. <ul style="list-style-type: none"> o Evaluate student’s status and eligibility for the program. o Advise prospective students on courses needed to be admitted into the program. o Provide information on the program requirements, structure, support resources, etc. o Reinforce career-readiness and leadership-development benefits. o Answer any questions prospective students may have on the program. o Continually improve information session presentation materials and related communications. - Provide academic advising to current Online BABA students in the online degree completion program. Consult with program Senior Advisor of the program when needed. The advisement may include but not limit to: <ul style="list-style-type: none"> o Develop strong rapport with Online BABA students; demonstrate empathy, moral support, and a commitment to their academic success; follow-through on deadlines and commitments; deliver gold-standard service. o Provide independent individual academic advising sessions for students in the Online Business Program on the curriculum requirements for the program and their degree, as well as other university procedures and policies. o Prepare individual Study Plans for students; ensure accuracy of individual student education plans; notify Senior Advisor of exceptions required for student Titan Degree Audits (TDAs). o Monitor student academic progress; provide course registration information to students in advance of each enrollment term. o Proactively identify and reach out to students who are struggling academically; assist students in resolving roadblocks to their academic success; ensure warm handoffs for students between advising and partner support offices and/or faculty. o Work with senior advisor to maintain and update orientation learning modules for the online business program. o Together with program Senior Advisor, conduct new student webinar for each cohort - Develop and maintain relationships with California community college transfer advisors and maintain an accurate list of contacts; provide routine communication on program updates, and provide any info session to interested partners. prepare and facilitate ongoing online information sessions for transfer advisors; represent Online BABA program at community campus education fairs held online and at campuses in the region. 	Essential
20	<p>Special Projects – 20%</p> <ul style="list-style-type: none"> - Actively contribute to a variety of special projects designed to improve student retention, advisor efficacy, and academic success for both prospective and existing students in the online degree completion program. - Partner closely with the program Senior Advisor to develop and implement strategies to support at-risk students , including those on notice or in disqualification status to help them get back on track. - Support the development and implementation of initiatives intended to foster Online BABA student community and engagement; assist in tracking and assessing project outcomes and making continual improvements. - Assist in the coordination and delivery of Online BABA events. - Create, collect, and analyze data and develop reports on operation and initiatives for the online BABA program 	Essential
10	Other Duties as assigned	Essential

SELECTION CRITERIA

 There are no items to show

Physical Mental and Environmental Demands

**** Physical Mental and Environmental Requirements Must be Completed for all Positions**

Please indicate the frequency (Constantly; Frequently; Occasionally; or Never) and whether or not the requirement is essential.

Physical and Mental Requirements

Bending:	Occasionally - Essential
Climbing:	Occasionally - Essential
Concentrating:	Occasionally - Essential
Crawling:	Occasionally - Essential
Decision Making:	Frequently - Essential
Keyboarding and Mousing:	Frequently - Essential
Lifting or Carrying up to 10 lbs.:	Occasionally - Essential
Lifting or Carrying up to 25 lbs.:	Occasionally - Essential
Lifting or Carrying up to 50 lbs.:	Occasionally - Essential
Lifting or Carrying over 50 lbs.:	Occasionally - Essential
Performing Calculations:	Constantly - Essential
Pushing or Pulling:	Occasionally
Reaching Overhead:	Occasionally - Essential
Repetitive Motion of Upper Extremities:	Frequently - Essential
Sitting:	Frequently - Essential
Standing:	Constantly - Frequently
Stooping Kneeling or Squatting:	Constantly - Essential
Walking:	Constantly - Frequently

To add additional Physical and Mental Requirements - Please provide the 1) Physical and/or Mental Requirement description; 2) Frequency (Constantly; Frequently; Occasionally; or Never) and 3) Whether it is Essential to the position:

Other Physical & Mental Requirement No. 1

Description:

Other Physical and Mental Req No.1 Frequency:

Other Physical & Mental Requirement No. 2

Description:

Other Physical and Mental Req No.2 Frequency:

Other Physical & Mental Requirement No. 3

Description:

Other Physical and Mental Req No.3 Frequency:

Other Physical & Mental Requirements:

Environmental Requirements

Drive motorized equipment:	Constantly - Essential
Excessive Noise:	Occasionally
Hazards:	Occasionally
Outdoor:	Occasionally
Elevated Work:	Occasionally

Extreme Temperature (hot or cold): Occasionally - Essential
Indoor (Typical office environment): Occasionally

To add additional Environmental Requirements - Please provide the 1) Environmental Requirement description; 2) Frequency (Constantly; Frequently; Occasionally; or Never) and 3) Whether it is Essential to the position:

**Other Environmental Requirement No. 1
Description:**
Other Environmental Req No.1 Frequency:
**Other Environmental Requirement No. 2
Description:**
Other Environmental Req No.2 Frequency:
**Other Environmental Requirement No. 3
Description:**
Other Environmental Req No.3 Frequency:
Other Environmental Requirements:

POSTING DETAILS

Advertising Summary:

The College of Business and Economics is committed to leading business education through the guiding principles of program quality, balancing theory and practice, and expanding our outreach and visibility. We create positive change by leveraging the curiosity, entrepreneurial spirit and diversity of our students. We inspire our students and other partners to transform the workforce through innovative, impactful instruction and research. We are seeking an exceptional individual to join our team as the Academic Advisor, Online Business Program (Student Services Professional II).

Advertisement text:

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USERS AND APPROVALS

Justification for Position:

Replacing Dereck Zara

Hiring Administrator:*

Pilar Gutierrez

Email address: mdgutierrez@fullerton.edu

Approval process:*

FL - PD Approval (Staff/MPP) - No Dept. Head

1. MPP Supervisor/Associate Dean:	Jenny Zhang ✓ Approved Aug 29, 2024
2. HR Classifier:	Chris Schloffer ✓ Approved Sep 6, 2024
3. Appropriate Administrator/Dean:	Sridhar Sundaram ✓ Approved Sep 6, 2024
4. Position Management:	FL-HRDI PM ✓ Approved Sep 6, 2024

HR/Faculty Affairs Representative:*

FL-HRDI Classifier

Email address: hrrecruitment@fullerton.edu