



## POSITION DESCRIPTION

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

### Position Summary

The College of Agriculture, Food and Environmental Sciences (CAFES) consists of nine academic departments, approximately 150 faculty, 60 staff and 3,800 students with 15 majors. The main purpose of this position is to provide academic advising, counseling, and related services for current, and former returning undergraduate student, supporting one or two departments within the college. This position provides individual and group counseling to students about course selection and development of academic plans, with academic problems, students with special needs, and students from under-represented populations in conjunction with specialized campus programs. Students are counseled about how to change their major, expected academic progress (EAP), academic probation (AP) and disqualification (DQ), and works with counselors from across the University as appropriate. This position will also oversee and coordinate at least one student success support programming within the college (MAP Center, Transfer Program, AP/DQ, website and social media management, as well as future programming needs that arise.

Under the general direction of the CAFES Associate Dean, this position works very closely with Department Heads, the CAFES Advising Center lead advisor and the University Advising Retention advisor in all areas of student academic and administrative advising; assists with the development and implementation of college and department policies as they pertain to student matters; implements university academic policies; monitors students' progress through a variety of circumstances; and participates in coordination of CAFES events regarding advising, orientation, and counseling. This position also acts as an advising resource and subject matter expert for Department Faculty Advisors.

### 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, complex, sensitive, and uniform academic advising services to current and returning students.		
2. Serve as advising resource and subject matter expert for faculty with current policies related to academic advising.		
3. Assist undergraduate students in the with identifying, exploring, and evaluating academic options, identifying campus resources, and interpreting academic policy.		
4. Advise students on all issues related to their progress towards degree, such as curriculum sequences, prerequisites, unit loads, course substitutions, articulation agreements, and university academic policies.		
5. Work with faculty experts to provide career advising on course prerequisites, preparation and application process needed to enter various graduate and professional school programs.		

6. Interpret and explain established policies and procedures that pertain to the university and College, including but not limited to: general education, advanced placement credit, expected academic progress, change of major, academic probation, withdrawal policies, grade forgiveness, credit/no credit, etc.
7. Develop and implement academic probation strategies. Facilitate the academic probation review and intervention process on a quarterly basis.
8. Guide students on administrative-academic probation and academic probation to help ensure progress to degree and academic success. Refer students to other student support and educational services on campus such as career services, health services, counseling services, and various student academic services programs.
9. Review policies and procedures related to department programs and recommend and implement changes. Regularly update faculty on policy developments and changes in procedure.
10. Serve as primary contact for at least one of the applicable CAFES student support success programming which include MAP Center, Transfer Program, AP/DQ, website and social media management, as well as future programming that may arise.
11. Lead all initiatives supporting at least one of the applicable student support success programming, as well as future programming that may arise. Develop programming for at least one of the applicable student support success programs, as well as future programs that may arise. Collaborate with colleagues across campus to develop, coordinate, and implement universal programming events supporting students.
12. Coordinate articulation agreements between Cal Poly and California Community Colleges.
13. Interact with faculty and department staff, to discuss/communicate relevant advising issues and advisor training opportunities, with the goal of optimizing student success.
14. Serve as advising resource for department heads and faculty in staying up-to-date with university and college policies related to transfer students and articulation agreements.
15. Collaborate and interface regularly with other CAFES Academic Advisors on matters of common concerns including but not limited to AP/DQ, peer advisor training and/or supervision, summer programs for new students, initiatives for transfer students, and articulation agreements with community colleges.
16. Monitor and track student data related to: expected academic progress (EAP) report, minimum progress report, academic probation, Degree Planner, unfilled graduation requirements, and with initiating advising outreach efforts.
17. Maintain student records and process student-related forms., i.e. academic and administrative disqualification letters, placement, and removal of registration holds.
18. Train, supervise, and manage Peer Advisors who provide student academic services.
19. Collaborate with department heads to ensure they are apprised of changes in curricular and graduation requirements, policies concerning placement examinations, registration, petitions, graduation, etc. Provide feedback to departments concerning patterns of student problems and curricular issues.
20. Collaborate and work with other CAFES Academic Advisors with new student orientation and advising programs, e.g SLO Transfer Days, Open House, Fall Preview, and WOW. Assist with all advising programs in the College.
21. Refer students to other student support and educational services on campus such as career services, health services, study skills seminars, disability resource center, academic workshops, etc. Take referrals from faculty for unique student situations (not just academic ones).
22. Provide support and guidance to additional CAFES students as needed in the absence of other advisors.

**Related Job Functions**

**As Needed**

**10%**

1. Attend university, college, department and curriculum related meetings.

2. Perform other job-related duties and special projects as assigned. a
3. Participate in professional development and training to broaden informational, conceptual and relational advising knowledge and techniques.
4. Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.
5. Serve on recruitment committees for additional staff and students.
6. Coordinate with Department staff on layout and information for web pages, emails, and fliers for activities and workshops.
7. 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 a related field, including or supplements by upper division or graduate course work in counseling techniques, interviewing, and conflict resolution. Three years of progressively responsible professional student services work experience.
- Master's degree in Counseling, Clinical Psychology, Social Work, or directly related field may be substituted for one year of experience.

### Licenses, Certificates, Credentials:

- N/A

## **Required Skills, Knowledge, and Abilities**

1. Demonstrated customer service skills, including a very high level of diplomacy and professionalism.
2. Ability to provide individual and group advising and counseling on complex student-related matters.
3. Ability to analyze complex situations accurately and adopt effective courses of action.
4. Thorough knowledge of the principles of individual and group behavior.
5. General knowledge of individual counseling techniques and developmental principles, research and interview techniques, and the ability to obtain factual and interpretive information through interviews.
6. Demonstrated ability to advise students on academic requirements and provide course planning through graduation.
7. Knowledge of student development theory, including CAS standards and its application to higher education including how to assess student needs (academic, personal, social) when assisting with educational and career goals.
8. Ability to determine appropriate courses of action and proper techniques to utilize while engaged with individuals in personal interactions of an argumentative or sensitive nature.
9. Ability to interpret and evaluate descriptions and explanations of problems brought forward by individuals or student organizations, analyze and define the problem, draw valid conclusions and project consequences of various alternative courses of action.
10. Ability to use initiative and resourcefulness in planning work assignments and in implementing long-range program improvements.
11. 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.
12. Demonstrated public speaking ability and group presentation skills. Excellent interpersonal communication skills to clearly and effectively interact with individuals of varying ages and cultural backgrounds and perspectives.

13. Demonstrated ability to maintain a high degree of confidentiality.
14. Excellent organizational and time management skills with the ability to set own priorities and those of others and to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
15. 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.
16. Excellent computer skills and thorough working knowledge of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet as well as online calendaring and email.
17. Ability to collect, compile, analyze and evaluate data and make verbal or written presentations in a clear and concise manner to various levels of authority. Ability to research, interpret, and apply complex written directives, guidelines, and policies (e.g., catalogs, articulation agreements, policies and procedures manuals).
18. Working knowledge of, or the ability to quickly acquire general knowledge of, the overall operation, practices, procedures, and activities of advising in the Animal Science Department.
19. Working knowledge of, or ability to quickly learn University infrastructure, policies and procedures.
20. Ability to train and supervise student staff.

### **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 "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.

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

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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.

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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: _____
FTE: _____		<input type="checkbox"/> Classification Review	Class Code/Range: _____
<input type="checkbox"/> Permanent		<input type="checkbox"/> New Position Recruitment	CBID: _____
<input type="checkbox"/> Temporary		<input type="checkbox"/> Replacement Recruitment	MPP Job Code: _____
<input type="checkbox"/> COI Position			Classifier Initials: _____
Recruitment Number: _____			Date: _____