



A. POSITION DATA

Incumbent: Vacant/Recruitment EmplID: _____ Date: _____

Working Title: Director of University Advising Reports To Title: AVP SSI & UA
(Appropriate Administrator)

Department: Student Success Init and University Advising

Division: Student Affairs College (if applicable): _____

Reason:
 Vacant Position Revision Performance Evaluation New Hire

Is this a new position? No

Classification Title: Administrator II Job Code: 3312 Identifier - M80

Position Number: 00000743 Level/Range/Grade: 1

Pay Plan: 10/12 month 11/12 month 12/12 month Time Base: 1.00 Check box if Intermittent

B. POSITION PURPOSE

Under general direction from the Assistant Vice President for Student Success Initiatives and University Advising, the Director of University Advising will serve as the primary source of operational guidance and leadership for the Chico State academic advising community. The incumbent will provide oversight for and coordination of academic advisor training, professional development and retention, advising assessment, implementation of e-advising tools and technologies, the holistic student success team (HELP Team), and the university advising intern program. Incumbent will work collaboratively to ensure the campus academic advising practices align with standards and guidelines outlined by NACADA, CAS, accrediting bodies, etc. This position is a member of the Student Success Initiatives and University Advising Leadership team, providing operational leadership to the office.

SPECIAL REQUIREMENTS/DESIGNATIONS OF THE POSITION:

California State University, Chico, in accordance with CSU policy, requires that the successful candidate complete a background check (including a criminal records check, sexual offender registry check, and/or fingerprinting) prior to assuming this position. Failure to satisfactorily complete or pass the background check may impact the job offer or continued employment of current CSU employees who apply for posted positions identified as sensitive. This position is considered a sensitive position based on CSU guidelines. Incumbent is responsible for the safety and security of Level 1 data, sometimes also referred to as Level 1 protected data. This is confidential information that is in most cases protected by statutes, regulations, or other legal mandates.

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) as a condition of employment.

The duties of this position will include participation in a decision that may have a material/financial benefit to the incumbent. Therefore, this is a "designated position" under the California State University's Conflict of Interest Code and the incumbent will be required to file a Form 700: Statement of Economic Interest and is subject to the regulations of the Fair Political Practices Commission. (Group/Category: Assistant/Associate Vice President or Director, CAT-02).

This position is a Higher Education Employer-Employee Relations Act (HEERA) designated managerial position and comes under the Management Personnel Plan (MPP) of the California State University. Individuals appointed to management positions serve at the pleasure of the President or designee. They are excluded from the collective bargaining process, are not subject to probationary service, and do not receive tenure or permanent status. This position is exempt from the overtime provisions of the Fair Labor Standards Act (FLSA).

C. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

NOTE: This Position Description is intended to give an overview of the essential job functions, the general supplemental functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties and responsibilities of this positions. Other functions consistent with your *Classification Standards* may be assigned as deemed necessary.

Does this position have Supervisory Responsibility? Yes _____

List of Functional Category with Responsibilities:	% of Time	Priority Weight
<p>COMMUNITY COORDINATION:</p> <ul style="list-style-type: none"> * In collaboration with Human Resources, oversee university-wide advisor recruitment, onboarding, training, and professional development opportunities. ** Ensure consistency across advising titles and position descriptions. ** Maintain current inventory of staff advising positions and personnel, including titles, classifications, advising percentages, advising activity, and advisor to student ratios. ** Provide guidance to individual hiring units on advisor onboarding processes. ** Manage the development and implementation of a comprehensive advisor training program covering all advising competencies as recommended by NACADA. ** Create, maintain, and promote access to professional development opportunities for advisors, including participation in the Student Success Analytics Certification program, Collaborative Reading Group, committee participation, and CSULearn opportunities. * Partner with college-based advising leads to maintain current faculty advising roles and personnel inventory, including caseloads, assignments, advising activity, and advisor to student ratios. * Provide general oversight to campus academic advisors and advising interns, consulting on advisor development and assessment, strategic planning and initiatives, and student support needs related to advising. * Manage communications to the University Advising community and affiliated partners (i.e., faculty advisors, staff advisors, paraprofessional advisors, and various campus partners) utilizing channels of email listserv, Campus Advising Collaborative sessions, and newsletters. * Coordinate awards, recognition, and wellness efforts for the campus advising community. 	50%	50
<p>PROGRAM LEADERSHIP AND SUPERVISION:</p> <ul style="list-style-type: none"> * Supervise the university-wide advising intern program, including recruitment, hiring, onboarding, training, assessment, and fiscal resource management, including state and non-state funding. * Design and implement a strategic plan for the long-term development of university-wide advising practices and programs. * Lead the University Advising community in best practices for academic advising. ** Research and develop advising learning outcomes and curriculum responsive to evolving student needs and populations (i.e., First Time in College, Transfer, Returning, Pre-Nursing, Online/Distance Education) utilizing a culturally responsive and asset-based framework for equity-minded advising and student success. ** Implement advising curriculum throughout the University Advising community through relevant training. ** Lead the development of advising delivery strategies within the University Advising community by fostering relationships, particularly with historically underserved groups, and by making pedagogical recommendations relative to advising. ** Collaborate on programmatic revisions and recommendations as needed. * Serve on the Curriculum Advisory Board and/or the Educational Policies & Programs committee and others as determined by the AVP for Student Success Initiatives and University Advising. * Maintain effective cooperative relationships within the Division of Student Affairs and Academic Affairs, participate in meetings, serve as a member of various work groups and committees, and represent University Advising in relation to retention, advising, graduation goals, and initiatives. * Work cross-divisionally with key partners to oversee the development, enactment, and assessment of Advancing Equity goals, priorities, and initiatives. Provide lead work direction of SSPs and student staff enacting Advancing Equity work within the scope of Student Success Initiatives & University Advising. * Oversee the coordination and assessment of holistic student support by the cross-divisional HELP team(s), including membership from advising, support, affinity, and service program areas. ** Provide oversight to the collaboration between the HELP and CARE teams. * Manage and supervise staff, including creating and ensuring a supportive work environment that 	30%	30

List of Functional Category with Responsibilities:

% of Time Priority Weight

enables staff to effectively and efficiently perform their duties. Mentor staff and provide growth and development opportunities. Act as a mediator when conflict arises.
 ** Provide direct supervision and support to the work of the Student Success and Advising Analyst.
 ** Provide indirect supervision to the advising work of the college-based advising leads (CARS).
 ** Provide indirect supervision to those who serve as advising intern site supervisors.
 * Serve as operational manager of the Student Success Initiatives and University Advising office .
 * Oversee the budget in relation to assigned duties.
 ** Manage relative advancement accounts.
 ** Manage multiple funding streams, including one-time funding allocations and grants, and explore avenues for seeking additional funding.

DATA AND ASSESSMENT

* In collaboration with the Division of Information Technology, determine advising technology needs and access.
 ** Oversee appropriate CRM access, including advising notes, data reporting, delivered dashboards, and communications.
 ** Identify and communicate technology needs for the campus advising community relative to the system of record, system of engagement, and affiliated tools.
 * Provide leadership, consultation, and support for activities of Chico State 360 relative to University Advising.
 ** Oversee the University Advising activity data analysis to identify current and future program and staffing needs, establish long-range objectives, and implement solutions to meet program goals in alignment with program and university missions.
 ** Manage the collection, analysis, maintenance, and dissemination of advising data conducted by the Student Success & Advising Analyst in collaboration with the Office of Institutional Research and Strategic Analytics for coordinated program assessment and presentation of associated reports.
 ** Oversee the analysis of advising data to identify equity and achievement gap concerns, research responsive advising strategies, and lead data-informed, equity-minded practices and assessments for the University Advising community.
 ** Guide the analysis, research, and exploration of student caseload assignments to professional advisors.
 * Under the discretion of the AVP, ensure compliance related to accreditation bodies (i.e., WASC, CAS, NACADA, NASPA, AACU) by analyzing program area changes, reviewing the organizational structure, and installing new procedures and systems.

15%	15
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OTHER DUTIES:

* Upon referral from other campus departments, faculty, and administrators, meet with students to resolve unusual or problematic situations.
 * Maintain reduced academic advising caseload as needed during peak course registration cycles.
 * Attend meetings, provide input, prepare reports, and make policy decisions. Maintain appropriate professional affiliations.
 * Other duties as assigned.

5%	5
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Total should equal 100% Time and 100 Weight	Total	100%	100
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D. MANAGEMENT STANDARDS AND EXPECTATIONS

As a member of the management team, you are expected to meet the following standards:

1. Represents the University promoting a positive public image.
2. Acknowledges, respects, and values each individual.
3. Applies the highest standard of excellence to the delivery of service to our customers and community.
4. Demonstrates an open, participatory, team-oriented style; working cooperatively toward the achievement of your department's mission and goals; and demonstrating flexibility and adaptability regarding changes.
5. Keeps commitments. Notifies supervisor if a deadline cannot be met by describing what measures can be taken to correct the situation.
6. Demonstrates expertise and judgment. Develops, recommends and implements techniques and practices to improve your area of responsibility ensuring optimum performance. Keeps abreast of current trends and practices in the field. Solicits feedback to ensure quality service and efficiency or identify areas for improvement.
7. Educates staff about changes related to policy, services and expectations.
8. Ensures compliance with local, state and federal laws, and CSU and CSU, Chico's policies and guidelines to establish and implement appropriate procedures.

- 9. Is fiscally responsible with the organization's equipment, property and funds. Authorizes expenditures within the parameters of budget authorization.
- 10. Adheres to the highest level of professionalism by demonstrating honesty, integrity and reliability. Encourages others to act in this professional manner.
- 11. Demonstrates the ability to effectively establish and maintain cooperative working relationships with a diverse multi-cultural environment.

Additional Standards and Expectations

E. QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position requires the ability to effectively establish and maintain cooperative working relationships within a diverse multicultural environment.

1. Demonstrated Knowledge, Skills and Abilities

Must have the knowledge, skills and abilities to perform the responsibilities of this position as stated in the sections for Essential Functions and Responsibilities, Work Lead Responsibilities (if applicable) and General Guidelines and Expectations.

KNOWLEDGE

* Comprehensive Knowledge of:

- ** Current applicable federal and state laws, CSU and campus policies and procedures, and applicable University infrastructure as they pertain to the programs associated with academic advising and new student orientation programs.
- * Computer literacy and proficiency with Microsoft Office Suite programs and database management, as well as an ability to learn additional computer software programs.

*Thorough Knowledge of:

- ** Technologies related to Academic Advising profession and practices.
- ** Effective supervisory practices and techniques, employee-employer relationships, and the management of a unit.
- ** Principles of individual and group behavior.
- ** Principals of management, planning, organizational structure, and directing a program.

* Working Knowledge of:

- ** Practices, procedures, and activities of Student Services field, academic advising
- ** Research and observation techniques for the purpose of recording, classifying, and interpreting factual information.
- ** Methods and problems of organizational and program management.
- * Fluent in the use of standard office equipment (computers, copiers, phones, fax).

SKILLS:

- * Advanced analytical, problem-solving, and critical thinking skills within a complex work environment and the ability to adopt useful courses of action.
- * Collect, track, and analyze data and/or information; prepare reports or presentations; draw conclusions from the analysis; effectively present the information; and make recommendations.
- * Demonstrated skills in setting priorities and deadlines to ensure project goals and objectives are obtained within timelines.
- * Excellent organizational and time management skills.
- * Collaboration skills to work with faculty, staff, and University administration.
- * Demonstrated success in leadership, supervision, and planning skills.
- * Interpersonal skills to motivate and inspire college students.
- * Skilled at assisting students with academic deficiencies, monitoring academic progress, and assisting with course selection.
- * Public speaking skills directed to a diverse audience.
- * Demonstrated collaboration skills.
- * Evidence of a strong personal commitment to diversity.
- * Excellent written and verbal skills and the demonstrated competence to effectively present information in either format.

ABILITIES:

Incumbent must have the ability to:

- * Adapt to the dynamics of organizational, procedural, and policy changes; organize resources, especially staff, to meet

program goals.

- * Interpret and apply a variety of complex policies, procedures, regulations, and agreements, and identify deviations from applicable policies to carry out responsibilities in accordance with University policies and applicable laws.
- * Conceptualize or identify needed changes, develop and implement practical, different, and/or creative solutions using independent judgment to unusual and sometimes complex situations.
- * Work collaboratively with internal and external communities, including appropriate officials at other state colleges and universities, the Chancellor's Office, the State of California, executive administrators, academic personnel, students, and other agencies.
- * Communicate effectively in a variety of formats to a broad range of audiences.
- * Plan, organize, and direct the work of subordinates, as well as have the ability to delegate effectively.
- * Work cooperatively with the University community to modify and create new advising options.
- * Work cooperatively and in a leadership role to implement agreed upon changes to advising.
- * Manage heavy workload with multiple priorities and projects with frequent interruptions and changes with effectively providing excellent customer service.
- * Use tact, diplomacy, and discretion when handling sensitive and/or confidential matters or materials.
- * Work with and show sensitivity to the needs of students of varied ethnic and cultural backgrounds
- * Make decisions and implement actions that have implications for other programs or service areas.
- * Establish and maintain cooperative working relationships with students, staff, and faculty.
- * Work after-hours and weekends as needed for advising events.
- * Perform assigned duties.

2. Education and/or Experience

Requires a Master's Degree in a related field

AND

Five (5) years' experience working with Student Success and Advising programs, including three (3) years of progressively responsible supervisory and/or managerial experience, including a minimum of five (5) years working directly with students in an advisor capacity.

F. PHYSICAL REQUIREMENTS

The physical requirements described are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Incumbent/applicant will need to be able to perform the essential job functions (duties) of this position with or without reasonable accommodation. This position alternates between remaining in a stationary position, operating standard office equipment for long periods of time, and frequently moving about inside the office. There will be instances when the incumbent must make presentations in front of large groups, in noisy environments, often without the assistance of microphones or other devices. Must be able to travel across campus to other offices and buildings for meetings and events. Also, refer to the Physical Requirements & Work Environment form regarding this position.

G. WORK ENVIRONMENT

The position involves frequent interaction with students, parents, and colleagues to perform essential job functions. Must be comfortable relating to students in both formal and informal settings while maintaining a professional relationship. A typical office environment and equipment are the norm. Service delivery can vary from individual sessions, small and large group presentations, and meetings on and off campus. The position may require occasional overnight travel. Travel is via private vehicle, rental car, shuttle, or plane. This is a fast-paced environment requiring a flexible schedule. Early morning, evening, or weekend hours may be required, as needed, to travel and complete work, projects, or reports. May occasionally work outside, and locations may include even and uneven walking surfaces and exposure to weather changes such as temperatures, humidity, or precipitation. It should be noted that there is a service dog within the office. Also, refer to the Physical Requirements & Work Environment form regarding this position.

H. PREFERENCES - This section is for recruitment purposes only

Please indicate what special skills, education or knowledge are preferred.

I. ADDITIONAL RECRUITMENT INFORMATION - This section is for recruitment purposes only

APPROVAL

In Order of Approval

Incumbent: _____ Date: _____

Appropriate Administrator: _____ Date: _____

Vice President (or Designee): _____ Date: _____

Classification/Compensation: _____ Date: _____