



A. Position Data

Incumbent: Vacant/Recruitment EmplID: _____ Date: _____
 Working Title: Transfer Advisor Work Direction Given By: SSP III
 (Lead)
 Department: Office of Admissions Reports To Title: Assoc Dir Admission & Op Tech
 (Appropriate Administrator)
 Division: Student Affairs College (if applicable): _____
 Reason:
 Vacant Position Classification Review / In Range Progression Revision Performance Evaluation New Hire
 Is this a new position? Yes

Classification Title: SSP II Job Code: 3082
 Position Number: 00001107 Level/Range/Grade: 1
 FLSA Code: Exempt Non-Exempt Time Base: Check box if Intermittent
 Pay Plan: 10/12 month 11/12 month 12/12 month CBU/MOU: R04-Academic Support APC

B. POSITION PURPOSE

Working under the general direction of the Associate Director of Admissions Operations & Technology, incumbent performs moderately complex professional student service work, applying both knowledge and judgment to independently resolve problems and accomplish tasks, often after researching information. Utilizing a combination of high-level interpersonal skills and personal student contact, Transfer Advisors process transfer applications and determine eligibility for admission, evaluate transferable credit from other institutions and advise prospective students, applicants, and interested parties about undergraduate admissions requirements, deadlines, and university programs. Incumbent will also travel to local community colleges monthly to meet with prospective students, as well as coordinate and advise students who take part in the Transfer Success Program which creates a pipeline for community college students to transfer successfully to Chico State.

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.

Throughout employment in this position incumbent must maintain a valid California Driver's License as well as continued completion and compliance of the CSU Defensive Driver's Training course.

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 include Work Lead Responsibilities? No _____

List Functional Category with Responsibilities:

% of Time	Priority Weight
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65%	
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ELIGIBILITY DETERMINATIONS, EVALUATION ADVISING, AND DEGREE ASSESSMENT:

Eligibility Determinations:

- * Fully perform admission functions specific to returning and previously disqualified students, including admitting eligible applicants, updating student coursework, and verifying English and Mathematics placement.
- * Advise students regarding admission application process in regards to transfer, returning, second bachelor's degrees, and transitory students.
- * Fully perform basic admission functions to include eligibility check at transfer levels of undergraduate admission according to the CSU Chancellor's Office guidelines, admitting eligible applicants and recommending denial of ineligible applicants.
- * Assess transfer credit and report via Transfer Credit Evaluation.
- * Check accreditation of institutions previously attended.
- * Verify content and unit value of courses completed.
- * Determine grading system, course numbering system, and any other information relevant to prior institutions attended for the admissions process.
- * Deny applicants under specific conditions and advise denied applicants using resource materials

Eligibility Advising:

- * Advise prospective, new, and continuing transfer students on:
- * Transfer admission eligibility requirements and orientation.
- * Applicant deficiencies and recommend options.
- * Eligibility requirements and related matters using resource material to resolve a wide variety of unique and moderately complex problems.
- * General education requirements and CSU policies and procedures.
- * Impaction status and alternatives.
- * The Associate Degrees for Transfer Program; mandates community colleges to offer Associate's Degrees for Transfer (AA/AS-T), requiring CSU campuses to provide certain admissions and graduation guarantees to students who possess these degrees.
- * Cross Enrollment applicant evaluation; determine program eligibility and counsel students on course selection strategies.
- * Provide one-on-one advising support including the completion of admissions requirements, course scheduling, and counseling ineligible students on academic alternatives.
- * Provide undergraduate admission and degree progress information to prospective CSU, Chico students on campus and externally at California Community College Centers, both individually and in groups.
- * Conduct On The Spot Admission (OTSA) appointments and other scheduled one-on-ones to advise students on admission eligibility, assist with course selection at their community college to aid with meeting the admission requirements and ultimately assist with obtaining a degree at CSU Chico. Provide students with information on the multitude of resources and student services available.

Degree Assessment:

- * Utilize the academic credit and degree auditing reporting systems to evaluate decisions regarding placement of credit.
- * Apply protocol and conventions to determine optimal placement of courses or credit awarded for military work, passing test scores, credit for prior experience and other work from non-traditional sources.
- * Perform and integrate multiple methods of processing, recording, and disseminating degree requirements to students, faculty, and staff to assess transfer credit and completion of degree requirements.
- * Evaluate and research students' academic needs and related problems and implement services to make appropriate recommendations for change to the responsible individuals using increasing levels

% of Time	Priority Weight
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List Functional Category with Responsibilities:

of judgment to resolve a wide variety of unique and complex problems.
 * Fully assess the completion of all undergraduate degree requirements through the use of transcripts, transfer credit evaluations, petitions and CMS reports and communication problem areas to students via preliminary audit by phone, email or face-to-face student interaction.

OUTREACH AND ORIENTATION:

30%	
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North State Community College Outreach:

* Travel to north-state community colleges to meet with prospective students and applicants to advise them on transferring to Chico State
 * Liaise with community college Transfer Centers and Counselors
 * Create events and communications within Chico State 360, including tracking appointment attendance and show rates
 * Transfer Success Pathway Program Coordination:
 * Coordinate the Transfer Success Pathway Program which creates a pipeline for community college students to transfer successfully to Chico State
 * Communicate with program enrollees, advise them as they work towards transferring to Chico State, connect them with available and appropriate Chico State resources to smooth the transition to transfer, track and record statistical data for enrollees, and make program recommendations

Additional Outreach and Orientation:

* Recruit prospective transfer students at college fairs.
 * Participate in Summer Orientation and Special tours, present admissions information to groups of prospective students.
 * Tailor admissions presentations to the group's needs. Presentations include information about the admissions requirements, discussion of general education and lower division course planning strategies and resources such as ASSIST.org and introduce students to campus resources, such as Housing, EOP, SSS, Career Center, Student Employment, etc. Content varies from group to group.
 * Assist with event planning for campus events such as, Wildcat Preview Day, Choose Chico, and Wildcat Transformation
 * Coordinate events in collaboration with other units such as the Career Center, Student Life and Leadership, and Academic Advising.
 * Assist with the training of Summer Orientation Staff; create and present workshop for the peer advisors on assisting new transfer students with interpretation of the transfer credit report, how to assist students regarding general education and graduation requirements and involvement opportunities.
 * Attend College Fairs at community colleges to represent Chico State Admissions office.
 * Attend Community College Counselor Conference approximately once a year.
 * Coordinate On the Spot Admission (OTSA) appointments on campus, aimed at community college students and maintain working relationships with the community college transfer center staff.
 * Collaborate with the transfer team and the Associate Director to plan OTSA events; determine as a group, what the needs are for students, what the program should include, and how many people are needed to staff each event.

OTHER DUTIES:

5%	
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* Recruit, interview, and train student employees.
 * Perform pre-evaluations for prospective students including veterans, transfer athletes, and Project Rebound participants
 * Perform other duties as assigned by the Associate Director of Admissions

Total should equal 100% Time and 100 Weight	Total	100%	0
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D. GENERAL GUIDELINES AND EXPECTATIONS

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 situations.
6. Maintains knowledge and skills at a level necessary to perform work.
7. Adheres to established work hours including starting time, and lunch and rest breaks. Provides appropriate planning and notice for all absences.
8. Is fiscally responsible with the organization's equipment, property and funds.
9. Adheres to the highest level of professionalism by demonstrating honesty, integrity and reliability. Encourages others to act in this professional manner.
10. Demonstrates the ability to effectively establish and maintain cooperative working relationships with a diverse multi-cultural environment.

Additional Guidelines 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:

Incumbent must possess:

Working knowledge of:

- * The principles, practices, procedures, activities and major trends in the Student Services field to which assigned, or the ability to rapidly acquire such knowledge.
- * The methods and problems of organizational and program management.
- * Research and interview techniques.
- * The principles of individual and group behavior.

General knowledge of:

- * The organization, procedures, and activities of the specific campus to which the position is assigned.
- * Techniques for recording, classifying, and interpreting factual information.

Fluent in the use of standard office equipment (computers, copiers, phones) and standard office software packages such as, Microsoft Office (Word, Excel, and Outlook).

SKILLS:

Incumbent must possess:

- * Judgment to recommend solutions to problems and changes in program procedures.
- * Technical expertise to recommend change in program procedures; act as a spokespersons for the program in their area of expertise; and resolve problems within their area of assignment.
- * Basic interviewing and counseling techniques.
- * Planning skills.

ABILITIES:

Incumbent must have the ability to:

- * Rapidly acquire a general knowledge of the overall operation, functions and programs of the campus.
- * Establish and maintain cooperative working relationships with faculty, CSU administrators, student organizations, private and public agencies and others in committee work, and student advising and community contacts.
- * Interpret and apply program rules and regulations.
- * Collect, compile, analyze and evaluate data and make verbal or written presentations based on data.
- * Reason logically, draw valid conclusions and make appropriate recommendations.
- * Present clear and concise information orally and in written reports.
- * Participate in and contribute to group meetings, conferences and interviews.
- * Use initiative and resourcefulness in planning work assignments and in implementing long-range program improvements.
- * Obtain factual and interpretative information through interviews.

- * Advise students individually and in groups on routine matters where required.
- * Recognize multi-cultural, multi-sexed and multi-aged value systems and work accordingly.
- Make decisions and carry through with actions having implications with regard to other program or service areas.
- * Perform assigned duties.

2. Education and/or 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. Additional specialized experience which demonstrates the applicant has successfully applied the knowledge and abilities of a Student Services professional may also be substituted for required education on a year-for year basis.

--AND--

Possession of these knowledge and abilities is typically demonstrated through the equivalent of two years of professional experience in 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.

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.

This position involves frequent to constant interaction with students, parents, guests, faculty and staff. The environment is a typical office with standard office equipment, requires the regular use of computers and the ability to sit or stand for extended periods of time. This is a fast-paced environment requiring a flexible schedule. Early morning, evening, weekend hours may be required, as needed to travel and complete work or projects. May occasionally work outside and locations may include even and uneven walking surfaces, exposure to weather changes such as temperatures, humidity or precipitation. Requires occasional travel, by commercial air and/or passenger vehicle. Travel assignments may include climbing stairs, lifting, pulling, pushing and moving up to 35 lbs. Also see the Physical Requirements and Work Environment Form for this position.

G. WORK ENVIRONMENT

Typical office environment operating standard office equipment. Position involves frequent to constant interaction with students, parents, faculty and staff to perform student advising and related support functions. Attendance at evening or weekend informational or orientation sessions as needed is required. This position requires the ability to work with constant interruptions, and be able to adjust to change (i.e. policies, programs, and technology). Additionally, some travel will be required for this position. 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: _____