**P O S I T I O N D E S C R I P T I O N**

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| Department: | Orfalea College of Business Student Services |
| Classification Title: | Student Services Professional II (Temp) |
| Working Title: | Academic Advisor |
| FLSA Status: | Non-Exempt  Exempt |
| Incumbent: |  |

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| **Position Summary** |

The vision for the Orfalea College of Business (Orfalea) is to be a transformational leader in experiential business education. Orfalea’s mission is to educate career-ready future business leaders in a polytechnic learn-by-doing environment and produce research that positively influences business and society.

The Orfalea College of Business (OCOB) Student Services provides an equitable and inclusive environment that supports students’ personal, academic, and career success. OCOB Advising program within Student Services fosters the retention, persistence, and graduation of undergraduate students through one-on-one academic advising, group sessions and targeted outreach.

Orfalea Student Services is seeking a Temporary Academic Advisor (Student Services Professional II level) to provide academic advising to undergraduate students in the transition from quarter to semester. Advisors play a crucial role in ensuring a smooth transition for students by providing comprehensive advising services and support tailored to the new semester-based academic calendar.

Under the general supervision of the Orfalea College of Business Assistant Dean for Student Success, Diversity, Equity, and Inclusion, the Academic Advisor provides advising and related retention services. The incumbent works with a moderate degree of independence to provide holistic academic advising to undergraduate students including developing tailored academic plans; selecting courses, concentrations, and minors; referring to campus partners such as basic needs programs and Campus Health & Wellbeing; explaining campus policies and procedures; recommending strategies for academic success; guiding students through the change of major process; interpreting curriculum sheets and articulation agreements; and assisting with new student recruitment and orientation programming.

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| **Duties and Responsibilities** |

The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

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| **Essential Job Functions** | **Daily 90%** |

1. Provide individualized academic advising to undergraduate students in an accurate, sensitive, and culturally competent manner, ensuring they understand degree requirements, academic policies, and semester conversion implications.
2. Advise students on all issues related to retention and progress towards degree, such as curriculum sequences, course substitutions, and articulation agreements, as well as through referrals to appropriate campus support resources such as basic needs, career services, campus health & counseling services and various student academic services.
3. Conduct outreach activities to promote awareness of the semester conversion process and available advising services. Communicate with students via email, presentations, and informational sessions to address questions and concerns related to the transition.
4. Assist students changing majors, adding minors, or exploring high-impact educational opportunities such as internships, undergraduate research, and study abroad.
5. Collaborate with academic departments, faculty, and campus stakeholders to develop and implement strategies for transitioning students from the quarter system to the semester system.
6. Communicate regularly with other advising centers and student support groups on campus including Mustang Success Center, Transfer Center, OCOB Dean’s Office and Departments, and Dean of Students office as needed. Be familiar with campus resources, so that students can be referred to the best services possible.
7. Assist with special programming and orientation programs such as presentations in classes, in residence halls, student & faculty groups, Week of Welcome program and newly admitted student Open House.
8. Maintain student files, communication, and notes related to advising including appointment summaries, curriculum sheets, concentration forms, substitution forms, minor forms, and other information as needed.
9. Identify and communicate as needed to advising lead and/or assistant dean potential barriers faced by students in progress to degree or because of transition to semesters.
10. Collaborate with departments and the Registrar’s Office for updating documents and websites to include curriculum, flowcharts/roadmaps, tentative course offerings, and other items as needed.
11. Participate in OCOB and university-wide meetings for academic advisors to foster collaboration and on-going professional development, including knowledge of semester conversion process.

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| **Related Job Functions** | **As Needed 10%** |

1. Perform other job-related duties and special projects as assigned.
2. Participate in campus advising committees, focus groups, and/or working groups to ensure sufficient representation of college priorities and concerns as needed.
3. Maintain currency in the knowledge and skills necessary to facilitate student success best practices.

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| **Required Education, Experience, and Credentials** |

Education and 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. Two years of professional experience in one of the student services program areas or in a related field. A master’s degree in a job-related field may be substituted for one year of professional experience. Additional specialized experience during which the applicant has acquired and successfully applied the required knowledge and abilities may be substituted for the required education on a year for year basis.

Licenses, Certificates, Credentials:

* N/A

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| **Required Skills, Knowledge, and Abilities** |

1. Ability to work in an inclusive environment, supporting students, staff, and faculty with diverse and intersecting identities in an equitable and culturally competent manner.
2. Ability to work effectively as a part of a diverse team and to involve others in problem solving.
3. Ability to be flexible in work assignments to best meet the needs of students and the needs of the OCOB Advising team.
4. Excellent attention to detail and thoroughness.
5. Skilled at counseling or advising individuals and in groups on complex student related matters, including students from historically underserved student populations, first-generation college, and Pell-eligible.
6. Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere with individuals in and outside the University including students, staff, faculty, and members of the public (e.g., supporters).
7. Ability to use initiative and resourcefulness in planning work assignments, planning special events/projects, and in implementing long-range program improvements.
8. Ability to analytically evaluate and interpret complex problems, draw valid conclusions, and project consequences of alternative courses of action.
9. Excellent interpersonal skills, including one-on-one counseling and group advising skills.
10. Ability to assess student needs (academic, social, and personal) in a proactive manner and refer to appropriate campus resources if necessary.
11. Demonstrated customer service experience requiring ability to handle difficult situations in a sensitive, professional manner and reach positive outcomes.
12. General knowledge of methods and problems of organizational and program management, research and interview techniques, and the principles of individual and group behavior.
13. Ability to understand and communicate strategic goals and plans to achieve them.
14. Excellent communication skills, both verbal and written. Ability to speak publicly, with experience in presenting in front of groups of people.
15. Thorough knowledge of English grammar, spelling, and punctuation.
16. Ability to use tact and diplomacy to effectively handle a broad range of sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.
17. Ability to interpret, communicate and apply policies and procedures.
18. Demonstrated ability to maintain a high degree of confidentiality.
19. Excellent organizational and time management skills can set priorities to coordinate assignments with fluctuating, time-sensitive deadlines. Ability to accept that there will be overlapping priorities and to manage pressures exerted by the various constituent groups that are served.
20. Excellent computer skills and proficiency with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet as well as online calendaring and email.
21. Working knowledge of or ability to quickly learn university and college infrastructure, policies, and procedures.

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| **Preferred Skills and Experience** |

* Demonstrated skills in an institutional/educational environment utilizing a customer oriented and service-centered attitude.
* Experience working with individuals of diverse and intersecting identities and fostering a collaborative, supportive and inclusive environment.

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| **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.
* Must be willing to attend training related to policies, procedures, and technological advancement as it pertains to positions requirements.
* 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).

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| **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. | | | | | | | | | | |
| Amy Carter, Assistant Dean for Student Success | | | |  |  | | | |  | | |
| Immediate Supervisor name and title | | | Signature | | | | Date | | | |
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| **DEPARTMENT CHAIR/HEAD:** I certify that all statements on this form are complete and accurate. | | | | | | | | | | |
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| department CHAIR/HEAD name & title | | | Signature | | | | | Date | | |
| **DEAN:** I certify that all statements on this form are complete and accurate. | | | | | | | | | | |
| Damon Fleming, Dean | | | | | | | | | | |
| Dean name and title | | | Signature | | | | | Date | | |

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| **HUMAN RESOURCES USE ONLY** | | | | |
| Employee ID#: |  | REQUEST FOR: | CLASSIFICATION INFORMATION | |
| Position Number: |  | Update Review for File | Classification Title: | SSP II |
| FTE: |  | Classification Review | Class Code/Range: | 3082/1 |
| Permanent |  | New Position Recruitment | CBID: | R04 |
| Temporary |  | Replacement Recruitment | MPP Job Code: | N/A |
| COI Position |  |  | Classifier Initials: | SJ |
| Recruitment Number: |  |  | Date: | 08/15/24 |