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**POSITION DESCRIPTION INFORMATION**


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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

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**POSITION INFORMATION**


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<b>Type of Action Requested:*</b>	Replacement
<b>Internal Team:*</b>	FL-Undeclared & Academic Advising - 10002
<b>Job Code/Employee Classification:*</b>	SSP II <u>Job Code: 3082</u>
<b>Classification Title:</b>	SSP II
<b>MPP Job Code:</b>	NA
<b>Position Number:</b>	SSP II <u>Position no: FL-10011757</u>
<b>CSU Working Title:*</b>	College Advisor (Student Services Professional II)
<b>Salary Range/Grade:</b>	3082-RANGE A-Grade-1 Minimum: \$ 4,841.00 Maximum: \$ 6,884.00 Pay Frequency:
<b>Reports to Supervisor:</b>	Marina Zarate
<b>Reports To:*</b>	Director of Academic Advising for Training and Professional Development <u>Position no: FL-10011524</u>
<b>Campus:*</b>	Fullerton
<b>Division:*</b>	VP, Academic Affairs
<b>College/Program:*</b>	Academic Support
<b>Department:*</b>	Undeclared & Academic Advising - 10002
<b>FLSA Status:</b>	Exempt
<b>Hiring Type:</b>	Probationary
<b>Workplace Type (Exclude Inst Fac):</b>	
<b>Pay Plan:</b>	12 Months
<b>Pay Plan Months Off:</b>	NA

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**POSITION DESIGNATION**


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<b>Mandated Reporter:*</b>	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.
<b>Conflict of Interest:*</b>	None
<b>NCAA:</b>	<input type="radio"/> Yes <input checked="" type="radio"/> No
<b>Is this a Sensitive Position?:</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No
<b>Care of People (including minors) Animals and Property:</b>	No
<b>Authority to commit financial resources:</b>	No
<b>Access/control over cash cards and expenditure:</b>	No
<b>Access/possession of master/sub-master keys:</b>	No
<b>Access to controlled or hazardous substances:</b>	No
<b>Access/responsibility to personal info:</b>	Yes
<b>Control over Campus business processes:</b>	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 general supervision of a Director of Academic Advising, the College Advisor will provide comprehensive, relational, and holistic academic advising to undergraduate students. As a team member of the California State University Fullerton's (Cal State Fullerton) academic advising community, the Advisor will support all students to be successful in navigating their academic journey, starting at matriculation through graduation. The incumbent will strive to create and promote a positive university experience for each student, and support in achieving Cal State Fullerton's commitment to student success.

The College Advisor cultivates a strong understanding of student development, student support, and student success to effectively communicate with students in the rapidly changing communication environment. Leveraging comprehensive, relational, and holistic academic advising strategies to students with diverse experiences, the College Advisor assists in the implementation and personal delivery of various academic advising programs and strategies. The Advisor will advocate for the advising needs of students that contribute to their successful enrollment, engagement, and completion of their educational goals.

As a member of the academic advising team, the College Advisor will participate in learning activities, particularly in the areas of inclusive and equitable practices for student success. The incumbent will engage in professional development and lifelong learning of knowledge and skills in academic advising, tools, technologies, and best practices. To translate and apply student success strategies, the Advisor will establish working relationships with academic departments, colleges, university services, programs, offices, and all advising teams for the purpose of creating a seamless university advising environment. Conducting all actions with exceptional student service, the advisor will seek to identify core challenges, propose solutions, and effectively communicate with staff, students, and academic leaders as appropriate. The incumbent develops and implements campaigns designed to increase retention, reduce equity gaps, and facilitate progress toward the degree. Using basic interviewing and counseling techniques, the incumbent delivers effective and compassionate assistance to students on academic notice or experiencing other academic and personal challenges. Accesses and maintains a student tracking database and utilizes campus advising and data analytic tools to support advising and outreach efforts. Reports on students supported, challenges experienced, and overall outcomes. 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:**

- Competence of following all university policies, procedures, and guidelines, including but not limited to safety, civility, information security, and non-discrimination policies and procedures.
- Ability to reason logically and use initiative in planning work assignments and implementing long-range program improvements.
- Ability to collect, compile, analyze, and evaluate data and make verbal or written presentations based on these data.
- Ability to analyze complex situations accurately and adopt effective courses of action.
- Ability to acquire knowledge of the operations, functions, and programs of the campus and unit to which assigned.
- Proficiency in using common office suites (e.g., Office365)
- Proficiency in using relevant student engagement platforms and tools (e.g., Navigate, video production tools) (EAB Navigate, Ellucian Degree Audit, etc.)

**Special Conditions:**

**License / Certification:**

Valid CA Driver License

**Supervises Employees:\***

Yes  No

**If position supervises other employees; list position titles:**

## Job Duties

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### JOB DUTIES

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% of time	Duties / Responsibilities	Essential / Marginal
50%	<p>Academic Advising and Support Services</p> <ul style="list-style-type: none"> <li>- Provide comprehensive, relational, and holistic academic advising using basic interview and advising techniques, in one-to-one appointments, group sessions, via email, workshops, or other settings.</li> <li>- Assist in the implementation and personal delivery of various academic advising programs/program information, workshops, both in person or virtually.</li> <li>- Provide information about university policies, procedures, and regulations to students.</li> <li>- Identify students' needs and prioritize those needing immediate interventions and support.</li> <li>- Develop, present, and modify/implement changes in academic advising to work seamlessly with changes introduced by the University's registration, enrollment process, and degree requirements.</li> <li>- Initiate expeditious solutions to students' concerns and challenges associated with academic appeal, retention, notice, graduation, administrative reviews.</li> <li>- Advocate for the advising needs of students that contribute to their successful enrollment, engagement, and completion of their educational goals.</li> </ul>	Essential
25%	<p>Student Success Engagements, Records Review, and Interventions</p> <ul style="list-style-type: none"> <li>- Assist students in developing self-efficacy by identifying and overcoming obstacles that may be impeding academic and professional development success.</li> <li>- Review students' Titan Degree Audit and other academic records to determine degree progress.</li> <li>- Conduct proactive outreach to students in need of additional support.</li> <li>- Work with and across departments both in the College and around the University to review degree requirements, support accurate advisement, and respond to student needs.</li> <li>- Monitor progress of students with check-ins, scheduled meetings or proactive outreach and communication, responding to student's questions, concerns, and needs.</li> <li>- Participate in college and university student success programs, including but not limited to orientation, outreach, and registration.</li> <li>- Maintain collaborative working relationships with academic departments, colleges, university services, programs, offices, and all advising teams for the purpose of creating a seamless university advising environment.</li> </ul>	Essential
15%	<p>Data Tracking, Reporting, and Analysis</p> <ul style="list-style-type: none"> <li>- Maintain confidential records of students supported and referred.</li> <li>- Use TitanNet and other data analytic tools to generate reports.</li> <li>- Collect, compile, and analyze student data in collaboration with other campus and college personnel.</li> <li>- Generate verbal and/or written presentations with these data.</li> <li>- Collaborate with other college personnel to develop student success strategies including retention, graduation, and/or equity gap-closing campaigns.</li> </ul>	Essential
5%	<p>Continuing Professional Development and Lifelong Learning</p> <ul style="list-style-type: none"> <li>- Maintains expertise of advised curricula and may assist in developing and recommending exceptions for policy and curriculum.</li> <li>- Cultivate a strong understanding of student development, student support, student success, pinpoint student needs and be able to effectively communicate with students in the rapidly changing communication environment.</li> <li>- Participate in learning activities, particularly in the areas of inclusive and equitable practices for Student Success.</li> <li>- Engage in professional development and lifelong learning of knowledge and skills in academic advising and tools, such as Student Success Dashboards (Tableau), TitanNet, Canvas.</li> <li>- Develop skills to ask meaningful questions that can identify the core of concerns and challenges and strive to be solutions-oriented.</li> <li>- Maintain an active understanding of university policies, procedures, and regulations</li> </ul>	Essential
5%	Other duties as assigned	Essential

## SELECTION CRITERIA

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There are no items to show

### Physical Mental and Environmental Demands

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

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

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#### Physical and Mental Requirements

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<b>Bending:</b>	Occasionally
<b>Climbing:</b>	Occasionally
<b>Concentrating:</b>	Constantly - Essential
<b>Crawling:</b>	Occasionally
<b>Decision Making:</b>	Constantly - Essential
<b>Keyboarding and Mousing:</b>	Frequently - Essential
<b>Lifting or Carrying up to 10 lbs.:</b>	Occasionally
<b>Lifting or Carrying up to 25 lbs.:</b>	Occasionally
<b>Lifting or Carrying up to 50 lbs.:</b>	Occasionally
<b>Lifting or Carrying over 50 lbs.:</b>	Never
<b>Performing Calculations:</b>	Occasionally - Essential
<b>Pushing or Pulling:</b>	Occasionally - Essential
<b>Reaching Overhead:</b>	Occasionally
<b>Repetitive Motion of Upper Extremities:</b>	Frequently
<b>Sitting:</b>	Frequently - Essential
<b>Standing:</b>	Occasionally
<b>Stooping Kneeling or Squatting:</b>	Occasionally
<b>Walking:</b>	Occasionally

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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:

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#### Environmental Requirements

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<b>Drive motorized equipment:</b>	Occasionally - Essential
<b>Excessive Noise:</b>	Never
<b>Hazards:</b>	Never
<b>Outdoor:</b>	Occasionally
<b>Elevated Work:</b>	Never
<b>Extreme Temperature (hot or cold):</b>	Never
<b>Indoor (Typical office environment):</b>	Constantly

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:

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**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:**

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### POSTING DETAILS

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**Advertising Summary:**

Advertisement text:

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### USERS AND APPROVALS

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**Justification for Position:**

Replacement for previous incumbent resignation. Needed to support student advising, student retention and progress toward graduation.

**Hiring Administrator:\***

Bunny Casas

Email address: [bcasas@fullerton.edu](mailto:bcasas@fullerton.edu)

**Approval process:\***

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

1. MPP Supervisor/Associate Dean:	Marina Zarate ✓ Approved Sep 24, 2024
2. HR Classifier:	Tammy Dietzel ✓ Approved Sep 25, 2024
3. Appropriate Administrator/Dean:	Yuying Tsong ✓ Approved Sep 25, 2024
4. Position Management:	FL-HRDI PM ✓ Approved Sep 25, 2024

**HR/Faculty Affairs Representative:\***

FL-HRDI Classifier

Email address: [hrrecruitment@fullerton.edu](mailto:hrrecruitment@fullerton.edu)