



POSITION DESCRIPTION

Department:	University Advising, Mustang Success Center
Classification Title:	SSP II
Working Title:	Academic Advisor, mustang Success Center
FLSA Status:	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt
Incumbent:	

Position Summary

The purpose of the Mustang Success Center (MSC) is to integrate, facilitate, coordinate, synthesize, enable and foster outcomes driven efforts that support student success (e.g., retention, persistence, and graduation). Working collaboratively with the Director of the MSC as well as the college advising staff, develops and implements programs to support the academic success of our students regardless of college/department affiliation.

Reporting to the Director of the Mustang Success Center, the Academic Advisor performs a variety of complex assignments which require coordination and planning with other areas of the University (e.g., Residential Life, Student Life and Leadership, Career Services, Student Academic Services, College Advising Centers, etc.). The incumbent must maintain effective working relationships with a wide range of students, faculty, staff and the general public (e.g. parents) by employing various interviewing and counseling techniques.

Incumbent must make decisions, within established parameters, that impact student groups (e.g. Cal Poly Scholars, Athletes, students in academic difficulty, etc.) as well as individual students and recommend changes to existing policies/practices as appropriate.

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%
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Advising

1. Provide comprehensive advising and academic support services to all students seeking services from the Mustang Success Center (including Cal Poly Scholars and student athletes).
2. Services include such activities as one-on-one academic advising, mentoring, career planning and personal support and group sessions.

Mustang Success Center Programming

3. Coordinate and lead essential workshops targeted at first year students.
4. Strive for continuous improvement by developing a feedback loop, as well as monitoring the impact on student success through reports and ongoing assessment.
5. Recommend and then lead and/or coordinate the implementation and management of new programs that promote or assist with student success. For example, First Year Success Program, Orientation, an “early alert” system, etc.

Campus Community

6. Communicate regularly with the following to ensure students are receiving the best advising services possible: College advisors, Housing (CSD’s and RA’s), Student Academic Services, the Record’s office, NSTP and other campus departments that may affect student success.
7. Communicate with faculty to coordinate an “early alert” system for students who may be experiencing academic difficulty. Be familiar with campus resources, so that appropriate referrals can be made to students.

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

1. Perform other job-related duties and special projects as assigned
2. 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 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

Required Skills, Knowledge, and Abilities

- Working knowledge of the principles, practices and trends of the Student Services field.
- Ability to accurately assess the current and future academic needs of students in the areas of academic support, leadership, career development, service, interpersonal skills and diversity awareness.
- Ability to advise students individually and in groups on complex student related matters, including NCAA continuing eligibility requirements; ability to be sensitive to individuals and groups; keen insight and understanding of cause and effect relationships that exist on campus.
- General knowledge of methods and problems of organizational and program management, research and interview techniques, and the principles of individual and group behavior.
- Demonstrated ability to make decisions and carry through on actions having implications with regard to other departments, colleges, and the university.
- Ability to use initiative and resourcefulness in planning work assignments and in implementing long-range program improvements.
- Ability to reason logically; ability to collect, compile, analyze and evaluate data and ability to make verbal or written presentations based on this data; ability to evaluate and interpret complex problems, draw valid conclusions and project consequences of alternative courses of action.
- Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
- Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.
- 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.
- Excellent interpersonal and 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.
- Ability to interpret and apply program rules and regulations.
- Ability to interpret, communicate and apply policies and procedures.
- Demonstrated ability to maintain a high degree of confidentiality.
- Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
- 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.
- Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.

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.

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

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.

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: SSP II
FTE: _____	<input type="checkbox"/> Classification Review	Class Code/Range: 3082_1
<input type="checkbox"/> Permanent	<input type="checkbox"/> New Position Recruitment	CBID: R04
<input type="checkbox"/> Temporary	<input type="checkbox"/> Replacement Recruitment	MPP Job Code: n/a
<input type="checkbox"/> COI Position		Classifier Initials: SJ
Recruitment Number: _____		Date: 09/25/24