



Job Description

Academic Success Advisor: Workforce Development

JD: 2720
Pay Grade: G09

Employment Status: Full-Time

FLSA Status: Exempt

Experience Required: Minimum one (1) year previous work-related experience.

Minimum Education Requirements: Bachelor's Degree in Education, Counseling, Psychology, Human Resources, or related field.

Direct Supervisor: Director of the Learning Commons and Academic Success

Supervisory Responsibility: Direct (0); Indirect (0)

Primary Work Location: Learning Commons, office setting, and campus setting.

Certification:

Job Summary: The Academic Success Advisor helps students explore academic, career, and transfer options that meet their future life goals. This position strongly supports the College's retention and degree completion initiatives through individual and group advising sessions and programming. This position serves as the student success liaison to the College's workforce development programs, working closely with students as they explore academic and career options. Occasional travel to satellite campuses. Evening and weekend hours may be required.

Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential duties:

Student Academic Advising

- Collaborate with students in the development of suitable educational plans and the clarification of career, transfer, and life goals, including the selection of appropriate course and other educational experiences that meet those goals.
- Conduct individual and small group advising sessions and large group academic success workshops, special activities, supplemental instruction sessions, and assist with other AASC and Workforce Development events.
- Assist students, as an Academic Coach, to develop effective self-assessment, self-advocacy, decision-making, time management, organizational, and other related skills and become independent, self-directed, and proactive learners.
- Evaluate students' progress toward their degrees and make recommendations to help them progress successfully towards completion of their degree.
- Support students in academic difficulty by applying the College's intrusive advising model to educate students on available resources, assist them in formulating academic plans, encourage use of academic support services, promote improved academic performance, seek assistance from instructors, and implement strategies that enhance their progress and academic success.
- Apply retention and completion strategies associated with the Advising and Academic Success Center and the College's Enrollment Management Framework.
- Provide information to students based on career assessment and recommended transfer programs using tools such as Career Coach and ARTSYS.



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- Make students aware of all the available resources that enhance their education and refer them to additional resources on and off campus, as necessary.
- Possess an understanding of the degree requirements for programs offered at Garrett College, including the career and transfer possibilities of each, and the most current institutional policies and procedures in enough detail to be able to provide students with accurate, usable, and relevant information.
- Continuously work on increasing knowledge of the advising process and on developing and enhancing conceptual, interpersonal, and other skills important to the advising process.
- Maintain student files and records and document all pertinent student information to assist the College to better understand students and their needs.

Disability Services

- Serve as a member of the Disability Services Team in order to support registration and renewal of students seeking Disability Services, determine student accommodations, draft accommodation letters, conduct intake meetings, track students receiving services, monitor grades, and conduct meetings as appropriate.
- Handle registration and renewal of students seeking Disability Services and maintain an equal distribution of the student caseload.
- Represent Disability Services during New Student Advising days and Open Houses. Meet with parents and perspective students to discuss services.
- Participate in the Academic Dismissal Hearings for students with disabilities.
- Attend pertinent state and national trainings and meetings, as required, as a member of the Disability Services Team.

Workforce Development

- Collaborate with CEWD Faculty and Staff in support of student success and retention.
- Proctor CEWD testing, including placement and certification tests.
- Support workforce development students who qualify for disability services.
- Support high school students in pursuit of noncredit dual enrollment.

AASC & Learning Commons Support

- Assist in the planning, preparation, and execution of New Student Advising Days, placement testing sessions, transfer-related programming, Laker Launch, Exam Jam, and other programs and events sponsored by the AASC & Learning Commons.
- Perform other general service functions of the AASC and Learning Commons, including (but not limited to): answering phones, scheduling appointments, proctored testing, transfer programming, career programming, and academic support services.



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Institutional Service

- Participate in campus committees, task forces, governance, and activities as appropriate.
- Effectively perform as a member of the team in carrying out the College's Mission Statement.
- Participate in his/her own performance appraisal.
- Performs other duties as assigned, and/or other voluntary Learning Commons, campus, or college- wide activities which promote the educational mission of the Learning Commons and Garrett College.
- Some evening and weekend hours required.

Essential Functions, Qualifications, Knowledge, Skills, and Abilities (KSA's) for Employment

An employee in this class must have the following knowledge, skills, and abilities upon application:

Knowledge

- Current trends and best practices in advising and providing exemplary customer service.
- Degree requirements for programs offered at Garrett College.
- Thorough understanding of FERPA and ADA laws and regulations as it applies to college students.
- Documented experience in disability services in higher education setting.
- Demonstrated experience determining reasonable accommodations.
- Proficiency in Microsoft Office Suite.

Skills

- Strong written and oral communications and interpersonal skills.
- Excellent academic advising skills.
- Strong analytical skills.
- Experienced database management.
- Establishing and maintaining effective working relationships with other staff, elected officials, and members of the public.
- Following and relaying complex oral and written instructions, policies and procedures.
- Operating a variety of office equipment, including computer terminal, printer, calculator, Fax, typewriter, and copier.

Abilities

- Discuss difficult subjects with tact and discretion.
- Strong organizational skills with attention to detail.
- Demonstrated commitment to students.
- Interact and communicate successfully with a diverse student body having a wide range of needs.
- Mentally analyze a situation, solve problems, and make decisions under pressure in area of responsibility.



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- Read and understand written instruction and communicate information and ideas in clear and concise written form.
 - Maintain confidentiality and use good judgement.

**This position description is a general guideline for work behavior and is not intended to be a comprehensive listing of all job duties. Therefore, it is also not, nor can it be implied to be, a contract of employment. The contents of this position description may be changed without notice, and employment may be terminated by either party, at will.

Signatures / Date

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

Check the appropriate box, fill in the needed accommodations, if required, then sign and date.

- I have read and understand this job description and acknowledge that I am able to complete the essential functions of my job without accommodations.
- I have read and understand this job description and I would require the following reasonable accommodations to fulfill the essential functions of this job:

Employee Signature

Date

Supervisor Signature

Date

Human Resources

Date