

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2018**

ASSOCIATE DIRECTOR OF ACADEMIC ADVISING SERVICES

FLSA STATUS: EXEMPT – PAY GRADE: 20 – P

JOB FAMILY: STUDENT SERVICES JOB FUNCTION: STUDENT SERVICES

GENERAL STATEMENT OF JOB

The Associate Director of Academic Advising Services is responsible for assisting in developing, implementing and evaluating student services at an assigned campus with direct supervision over academic advising and student retention teams who work towards student completion and success. The Associate Director of Academic Advising Services leads a campus-based unit in an assigned area of orientation, academic advising, student retention, and outreach. In conjunction with departmental and division leadership and related student services staff, this individual provides innovative and effective leadership to the daily operations of orientation, academic advising, academic planning, retention coaching and outreach, and some student appeals.

The Associate Director of Academic Advising Services provides leadership and ensures excellence in the delivery of campus student services to grow enrollment, deliver excellent academic advisement, and increase student retention at an assigned campus location. Areas of responsibility include team supervision, evaluation, and planning; problem solving for academic partners, faculty and students mediation; enrollment, orientation, academic advisement and related student services.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Establishes linkages with campus-based academic programs and departments to expose students to programs, services, resources and internship opportunities.

Partners with enrollment management units to coordinate and deliver orientations on campus.

Maintains a referral system from faculty and staff to target students needing additional support regarding personal and/or academic issues and refer students to other sources of counseling or community services as needed.

Assists student services and/or enrollment administrators with communications through regular meetings with faculty, program chairs, program managers and directors of the campus to share information, guidelines and procedures and to coordinate activities and enhance effective communications.

Counsel and advise students on academic matters as appropriate. Serve as advocate for fair and equitably administered processes and facilitates discussion to identify best options to resolve problems.

Partners with Functional Analyst in the identification and review of student retention needs and collaborates in configuration of ERP for positive response to such changing needs.

Continually identifies new and innovative means by which the college can enhance student orientation, retention, and seamless services for all student populations, and increase student success overall.

ASSOCIATE DIRECTOR OF ACADEMIC ADVISING SERVICES – Page 2

During peak enrollment periods, directly works with students on campus; identifies, secures, and administers grants and resource development opportunities to support and expand area programmatic offerings.

Review and process student problems and appeals as defined by College policies and procedures. Mediate faculty and student grievances, as assigned.

Assist in the recruitment and selection of assigned staff.

Prepare and conduct annual performance appraisals in conjunction with the student services and/or enrollment administrators for each staff member.

Work with campus leadership and other staff to assure institutional needs are met.

Implement and supervise a comprehensive educational/career planning program on campus and the intervention component of campus retention efforts and other programs as assigned.

Maintain up-to-date expertise in student development theory and practice, and in those areas of assigned specialty; maintain professional involvement through appropriate professional associations and outlets.

Develop and communicate the goals, objectives and procedures of advising system to other persons, agencies and groups within the institution.

Plan and implement a wide variety of delivery systems and resources for advising services, recruitment, orientation and retention programs.

Assist with planning, implementing and evaluating the overall requirements and effectiveness of the advising system and makes recommendations for improvement.

Provide for the overall maintenance and inventories of equipment and for safety procedures where applicable.

Serve on assigned College councils and assist in college-wide planning, implementation and evaluation of assigned disciplines or programs.

Perform other professional and administrative duties as assigned.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator.

SUPERVISION EXERCISED

Supervision is exercised over assigned campus-based staff.

MINIMUM QUALIFICATIONS

Bachelor's degree from an accredited college or university supplemented by three (3) or more years of related experience.

PREFERRED QUALIFICATIONS

Master's degree from an accredited college or university in Education, Psychology, Counseling or other related field supplemented by two (2) years of related experience in higher education leadership.

**MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS**

Physical Requirements: Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc.. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

Language Ability: Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc.. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective: 07/18