

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

**PROGRAM ADVISOR**

**FLSA STATUS: EXEMPT - PAY GRADE: 17 – C**

**JOB FAMILY: STUDENT SERVICES JOB FUNCTION: STUDENT SERVICES**

**GENERAL STATEMENT OF JOB**

The Program Advisor assists students by providing support and guidance ensuring students achieve their educational goals in a positive learning environment. The responsibilities of the Program Advisor include, but are not limited to: facilitating program information sessions and other recruiting events, assisting students when selecting a major, providing specialized support through the admissions process, reviewing applications, interpreting transcripts, determining admissions eligibility, rendering admission decisions, facilitating student orientation sessions, counseling students on coursework selection and graduation requirements, running queries in Campus Solutions, tracking student advancement towards degree completion, ensuring timely communication to the student occurs on a wide variety of topics, facilitating referrals to appropriate college resources to support students' academic success. The Program Advisor possesses extensive knowledge on a wide variety of topics related to student success and demonstrates an expertise knowledge base in one or more subjects and continually works to remain current on best practices in order to ensure delivery of integrated, holistic service to students.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES**

Provide academic advising, educational planning, and career counseling to students in a manner consistent with the institutional goals and departmental policies and procedures. Advise students on all facets of their College experience including program admissions, enrollment requirements, career exploration, orientation, academic planning and academic advising. Gather student data in order to monitor degree progression. Analyze student retention data and take appropriate action to promote student success including case management of at-risk students. Provide appropriate referrals for students who have life issues which impact their academic pursuits and provide targeted support services to special needs students. Proactively contact students and communicate through a variety of modalities, including telephone, email and appointments (in-person and virtual). Assist the student with review of their academic advisement report, creation of a roadmap for efficient degree completion and coordinate advising sessions at specific benchmarks.

Assist students with navigating and understanding the College website and student portal for important information, dates and deadlines; clarify college policies and procedures; promote student workshops and highlight services that assist students with success in their academic pursuits; maintain accurate and detailed student records, collaborate with other departments in order to resolve student issues, coordinate efforts with program Dean, serve on college committees as required; and perform related duties as assigned.

## **PROGRAM ADVISOR - Page 2**

As best practices in academic advising evolve, the Program Advisors must be enthusiastic and eager to update and improve their advising skills and techniques.

### **SUPERVISION RECEIVED**

Supervision is received from the appropriate supervising administrator.

### **SUPERVISION EXERCISED**

Supervision may be exercised over assigned staff and/or student assistants.

### **MINIMUM QUALIFICATIONS**

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

### **PREFERRED QUALIFICATIONS**

Master's degree from an accredited college or university and three (3) years of related experience.

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

**Physical Requirements:** Must be physically able to operate a variety of equipment including computers. Involves some physical effort, such as standing and walking, or frequent light lifting (5-10 pounds); or minimal dexterity in the use of fingers, limbs, or body in the operation of shop or office equipment. Task may involve extended periods at a keyboard.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural, or composite characteristics (whether similar to or divergent from obvious standards) of data, people or things.

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

**Language Ability:** Requires the ability to read a variety of correspondence, reports, forms, lists, etc. Requires the ability to prepare correspondence, reports, forms, requisitions, etc., using prescribed format. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

### PROGRAM ADVISOR - Page 3

**Intelligence:** Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form; to acquire knowledge of topics related to occupation.

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

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; to determine decimals and percentages; to perform high school algebra and to utilize descriptive statistics.

**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 rapidly and accurately in operating modern office equipment and machinery.

**Manual Dexterity:** Requires the ability to handle a variety of office machines, etc. Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination:** Requires the ability to differentiate between colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress, imposed by frequent deadlines, peak workload, 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). Must be able to communicate via telephone.

**Environmental Requirements:** Tasks are regularly performed without exposure to adverse environmental conditions.