

**Title: Senior Academic Advisor**

Classification: Student Services Professional 3

A UAA Senior Academic Advisor demonstrates academic advising knowledge and skill proficiency and provides comprehensive, proactive advising services by building relationships of trust, support, and mutual responsibility with students and academic advisors. Under the direction of the Director of Academic Advising, the Senior Academic Advisor supports and/or coordinates a team of advisors in implementing unit practices and policies. The Senior Academic Advisor is also responsible for the academic advising and support of a caseload of students.

**30% LEADERSHIP AND COORDINATION**

Trains and mentors new advisors and student assistants as assigned by the unit director. May lead a group of advisors, as assigned by the unit director, in quality assurance practices and improvement plans. Assists supervisor in coordinating and facilitating a comprehensive student communication plan, including bi-annual audit for revisions. May serve as departmental lead in the absence of direct supervisor, lead special projects and team meetings, work with departmental faculty or college administrators to ensure academic program updates are incorporated in the advising curriculum, collaborate with other UAA or UA campuses related to academic advising, and work with other offices to resolve or mitigate logistical advising complications. May create reports related to student success and academic advising metrics, may consult with colleges regarding course sequencing, scheduling, curriculum changes, student communications and administrative scholarships. May represent the department with external stakeholder groups and on internal/college committees and/or councils.

**20% ACADEMIC ADVISING**

Provide group and/or individual advising, helping students explore academic choices and degree planning in accordance with their educational and professional goals. Build degree pathways that follow academic and university requirements, demonstrate how and when students will reach academic goals; use advising holds/PIN system to ensure mandatory academic advising as directed. Identify students for alternative general education placement measures by reviewing test scores, prior courses, and other applicable student information. Monitor student progress and take appropriate action to promote student success including persistent, proactive communication with at-risk students. Encourage students to persist in their academic goals by addressing problems and obstacles responsibly, connecting them to appropriate campus services as needed. Educate and guide students in initiating academic and logistical actions based on university deadlines, policies and procedures (e.g. course registration, add/drop actions, completion financial aid materials and appeals, addressing account holds, purchasing books, etc.) through multiple modalities including phone, virtual, and in-person meetings. Processes, reviews, and evaluates documents such as change of major forms, academic petitions, transcripts, and financial aid appeals.

Comply with all federal FERPA regulations and confidentiality procedures and institutional policies applicable to testing and placement data management. Protect the security of student information and records as required, including paper and electronic media. Follow established University protocols and use assigned tools and systems, maintain ongoing communication with assigned students, and support UAA goals for student retention, academic success, and graduation.

## 20% STUDENT SUPPORT

Provide customized, hospitable outreach and support to newly admitted and returning students. Build relationships with advisees to connect them to campus resources and facilitate their development and success with a commitment to students as whole beings. Serve as an advocate and liaison for students to internal offices including faculty, Enrollment Services, Financial Aid, Career Services, and student support services. Respond to student questions promptly and comprehensively.

## 20% CASELOAD MANAGEMENT

Utilize UAA's student success technology, EAB Navigate, to manage academic advising caseload and monitor student progress. Report all academic advising sessions as directed. Monitor and manage student cases and alerts. Initiate and manage advising appointment and enrollment campaigns as directed. Ensure accuracy of advisor assignments in Banner for assigned students.

## 10% OTHER RESPONSIBILITIES

Actively participate in assigned committees and/or councils. Engage in professional development activities such as workshops, division, and department training sessions. Host and/or participate in on and off campus student outreach and orientation events as directed. Maintain proficiency in all assigned university data management and student support systems. Serve as a back-up to related positions and cross train with peer positions to ensure proper office coverage during absences. Occasionally attend and/or assist with virtual and in-person events (i.e., orientation, workshops, recruitment fairs, college open houses, etc.) that may take place outside of normal office hours. Provide in-person office coverage as needed. Provide in-person office coverage as needed.

## **Knowledge/Skills/Abilities:**

Passion for higher education and student success. Strong knowledge of UAA academic advising philosophy and practices, University programs, policies and procedures, and campus support services. Proven exceptional ability to proactively manage student advising caseloads, document advising sessions in a timely manner, and consistently provide high quality, well-informed advising services to students. Demonstrated proficiency in working with individuals from diverse academic, cultural, and economic backgrounds. Experience working with traditionally underserved students and/or Alaska native students preferred. Exceptional customer service and interpersonal skills, including active listening skills and a willingness to initiate dialogue. Strong oral and written communication skills. Sound professional judgment and discretion, capacity to maintain the strictest of confidentiality.

Excellent computer skills with various software programs to include databases, spreadsheets, and word processing programs (Microsoft Word, Excel, Access, Google Suite, and PowerPoint preferred). Experience with the Banner data warehouse and TOAD queries, or ability to train within one month of hire.

The Senior Academic Advisor must possess professional higher education experience and demonstrate academic advising proficiency. Must be able to work independently, lead and facilitate project implementation plans and serve as a member of a larger, collaborative team in a fast-paced environment and complex organizational structure.

**Education and Experience:**

The successful candidate must have a bachelor's degree and two-three years of experience in academic advising, demonstrating proficient academic advising knowledge and skills. Master's degree preferred.