



## Classification Description

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**Job Title: Assistant Director, Academic Advising**

**Pay Grade: 116**

**Job Code: 3897**

**FLSA Status: Exempt**

### **Job Purpose**

This position is responsible for assisting the Director and Associate Director with project management, data analysis, technical operations, and the general operation of the Office of Academic Advising and its associated staff, across all campus locations. This position will be a combination of administrative and general advising duties and will have a caseload of assigned advisees. Advisors within the Office of Academic Advising provide direct service, support, and advising to students and make appropriate referrals to College resources to promote student success. The Assistant Director reports directly to the Director, Academic Advising as his/her supervisor. This position sets the tone for a student-centered, high performance culture that emphasizes excellence in service, quality, productivity, and standards.

### **General Responsibilities**

#### **Essential Functions**

In collaboration with the Director and Associate Director, plans and executes projects to ensure the effective and efficient delivery of quality academic advising services to current and prospective students.

Assists the Director and Associate Director with ongoing operational projects for the department, such as early alert, advisor reassignments, data tracking, error auditing, and data reporting, and implementation of new department practices.

Assists the Director and Associate Director with the implementation of large-scale projects such as milestone advising, program map creation and maintenance, Guided Pathways development, and maintenance of the advising syllabus.

Responds to communications from students, parents, and other interested parties regarding exceptional situations, concerns, or other matters requiring attention from department leadership. Mediates challenging student issues, and advocates for effective and positive resolutions.

Assists with the office's operational involvement with the College's new student enrollment process via new student group advising workshops and coordinates with the Office of Student Engagement; engages in strategic long-term orientation planning with the Director and Associate Director.

## ASSISTANT DIRECTOR, ACADEMIC ADVISING

Collaborates with the Director on communication planning and implementation for the Office of Academic Advising, including delivery of outreach campaigns, coordination of responses to inbound general inquiries (by phone, email, chat, text, and other methods), and web/social media presence. Serves as the primary responder to general inbound email and chat inquiries and ensures prompt and professional responses on all communication channels among staff.

Plans and executes department events and programs including site visits, student fairs, participation in College events, and professional development opportunities.

Supports office logistics including office setup, facilities requests, and setup of common work areas.

Under the supervision of the Director, collects and analyzes data regarding the Office of Academic Advising to ensure that students and advisors are achieving desired outcomes. Prepares reports and provides data analysis related to caseload interventions, early alert, the assessment of student learning outcomes, caseload management, and retention and completion metrics.

Coordinates delivery of technology platforms utilized by the Office of Academic Advising, including tools used for communication, appointment scheduling, and data collection.

With the Director and Associate Director, helps to manage the College-wide caseload assignment process. Reviews and analyzes customer service related measures such as student volume, wait times, and other quality measures to insure equitable workload distribution among Student Success Advisors.

Coordinates and oversees recruitment and hiring of work-study Student Assistants employed by the office and serves as their primary supervisor. Responsible for developing training, supervision, and quality assurance practices for Student Assistants. Manages the Student Assistant schedule, ensuring effective use of their time in support of department operations.

Supports an assigned caseload of students, as their primary advisor. Works with students as an advisor on a walk-in, phone, remote, and email basis, as needed throughout the year. In this capacity, the Assistant Director, Academic Advising is subject to the duties and responsibilities described under the job description for a Student Success Advisor II. The Assistant Director's caseload size shall be proportionally smaller than the average caseload for Student Success Advisor's at the Lee Campus, in an exact amount determined by the Director from time-to-time.

Meets with, advises, and prepares official educational plans for all student types as needed or during peak advising timeframes. Prepares for and conducts new student group advising workshops as needed or during peak advising timeframes.

Evaluates degree audits, transfer credits, College placement tests, and other student achievement to guide students in the selection of appropriate courses to fulfill program requirements.

## ASSISTANT DIRECTOR, ACADEMIC ADVISING

As assigned by the Director, the Assistant Director may be responsible for advising specialized cohorts and sub-populations of students as part of their caseload. In this capacity, the Assistant Director will create, develop, and implement projects and programming to meet the needs of these specialized population groups.

Develops advising materials and presentations to support individual and group student sessions.

Represents the office as needed on appropriate/designated College committees.

In collaboration with the Director and Associate Director, establishes effective relationships with the appropriate campus resources to ensure a smooth referral process for students with needs beyond the scope of the Office of Academic Advising.

Acts as the departmental authority in the absence of the Director and Associate Director.

Accurately disseminates information in a clear and concise manner, maintains detailed and accurate records, and provides appropriate referrals.

Through their work with advisors, colleagues, and students, supports and assists the Director with implementation of the directives and goals of Dedicate to Graduate (D2G) to increase student degree and credential attainment.

Understands and stays abreast of changing institutional policies and College operating procedures including admissions requirements, new programs, course changes, deadlines, important dates, costs, expanding facilities, updates in College-wide initiatives, transfer requirements, and state and federal mandates.

Seeks out opportunities to participate in College sponsored professional development activities. Serves as liaison and fosters intentional relationships with other advisors, offices, Colleges, and departments.

Performs other duties as assigned by the Director or Associate Director.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

### **Knowledge, Skills and Abilities**

#### **Minimum Qualifications**

Master's degree from a regionally accredited institution of higher education preferably in counseling, education, social field, or related discipline.

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Two (2) years of full-time professional related work experience to include a minimum of at least one (1) year of full-time experience as an Academic Advisor in a College or University setting.

Personal and educational philosophy compatible with the goals, objectives and missions of Florida SouthWestern State College.

Demonstrated experience using a personal computer and office software such as MS Office and electronic mail. Must also be able to navigate websites proficiently.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students, other student services departments, and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.
- Speak publicly to large and small groups of students or colleagues.

### **Critical Skills/Expertise**

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.

## ASSISTANT DIRECTOR, ACADEMIC ADVISING

- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

### **Work Conditions/Physical Demands/Special Conditions**

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: April 13, 2020. Revised: July 21, 2021, July 18, 2022, July 1, 2023, and August 28, 2023.