

Human Resources
POSITION DESCRIPTION (HR 120)

CLASSIFICATION: Student Services Professional II	DEPARTMENT: COSAM-Advising
WORKING TITLE: Student Services Professional II	FLSA: Exempt
	INCUMBENT:

PURPOSE:

The College of Science and Mathematics Advising Center provides advising services for all students within the college. There are approximately 2900 students affiliated with seven departments spanning 10 different Bachelor of Science degrees and the School of Education which offers a full range of options from undergraduate blended and integrated post-baccalaureate teaching credentials through advanced credentials and master's degrees. The College operates under the leadership of the Dean of the College of Science and Mathematics, and a management staff consisting of an associate deans, department chairs, and program directors. The Advising Center also offers advising and resource support for all students and alumni of Cal Poly who are preparing for a career in the Health Professions.

The role of this position is to provide academic advising and related support services to current and prospective undergraduate students in the College of Science and Mathematics, as well as health professions career advising for students at the University. The incumbent counsels current and prospective COSAM undergraduate students in the various majors on academic requirements and course selection; approved electives, concentrations, minors and four year education timelines, and advises students preparing for a health professions career on course prerequisites, four year planning, and the application process to graduate and professional school.

This position also assists in planning and participating in events and activities focused on advising, retention, and orientation programs, including SOAR Student Orientation, Advising, and Registration Program, Week of Welcome (WOW), Open House, Academic Success Center programming, Freshman Success Program, Sophomore Success Program, residential hall events and other related activities. This position will assist with the following: presentations to groups, classes and departments on advising and related student success issues; developing and implementing programming to facilitate the success and continuation of students who are academically at-risk, including monitoring and tracking students on academic probation; working with and providing referrals to various campus offices and services, including the Registrar's Office, Disability Resource Center, Health & Counseling Services, Career Services, International Center, Student Rights and Responsibilities, and others; and advising undergraduate students who are in the process of applying for graduate school.

Under moderate supervision, the academic advisor is accountable for implementing and performing duties related to providing academic advising to current undergraduate students in the College of Science and Mathematics, including:

- Disseminating information on Cal Poly institutional policies and procedures
- Interpreting and conveying degree audit information
- Monitoring student registration activities
- Evaluating & determining AP and higher education transfer credit
- Providing health professions career advising (includes course pre-requisites, timelines, grad school application assistance)
- Assisting with the coordination and implementation of the COSAM academic coaching program &/or other institutional student retention efforts
- Assisting with developing and implementing academic advising and health professions career presentations, workshops and special programming.

DUTIES AND RESPONSIBILITIES:

The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

ESSENTIAL JOB FUNCTIONS

Daily

90%

- Independently provide consistent, accurate, complex, sensitive, and uniform academic advising services to current and prospective students. Counsel students on all issues related to their progress towards degree, such as curriculum sequences, prerequisites, unit loads, course substitutions, articulation agreements, and university academic policies. Disseminate information on Cal Poly institutional policies and procedures, interpret and clarify degree audits, monitor student registration activities and review transfer of course credits to determine articulation and applicability to degree plan. Maintain appropriate documentation in IStop and in student files, and communication related to advising including appointment summaries,

curriculum sheets, concentration forms, substitution forms, and other information as needed.

- Counsel students on administrative-academic probation and academic probation to help ensure progress to degree and academic success. Refer students to other student support and educational services on campus such as career services, health services, counseling services and various student academic services programs.
- Monitor students' academic progress and provide intrusive advising and coaching for students in the college who are academically at-risk or currently on academic probation.
- Research admission requirements and provide health professions career advising on course prerequisites, preparation and the application process needed to enter various graduate and professional school programs. Use the computer to respond to students electronically and to help students find web-based information on the internet.
- Assist with developing, planning and implementing special programming and quarterly events such as presentations in classes, in residence halls, student & faculty groups, SOAR, WOW and Open House on various academic and health profession topics. Collaborate with colleagues across campus to develop, coordinate and implement universal programming events.
- As needed, assist with planning, implementing and coordinating the CSM Academic Success Peer Coaching program which includes: training, supervising and mentoring academic peer coaches who will provide academic coaching to at-risk students.
- As needed, assist with planning, implementing and coordinating the pre-health peer advising program which includes: training, supervising and mentoring peer advisors who will provide pre-health career advising to interested students.
- As needed, assist with coordinating professional school visits, career fairs and other special programming and events on campus for pre-health students.
- As needed, assist with updating professional career profiles and tracking health professions school matriculation statistics.

OTHER JOB FUNCTIONS

As Needed

10%

- Perform other job-related duties and special projects as assigned.
- Attend professional development and training to maintain and acquire skills needed to effectively complete assignments. Participate in regular meetings, both group and one-on-one, called by the Director, to discuss general and COSAM-specific advising needs and concerns.
- Participate in advising-related campus committees, focus groups, and/or working groups to ensure sufficient representation of COSAM priorities and concerns (e.g., advising success work team, orientation programs, faculty advisor award, freshman success program committee, etc.)

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE: Bachelor's degree and two years of professional experience in one of the student services program areas or in a related field; OR a Master's degree and one year of experience.

LICENSES, CERTIFICATES, DEGREES, CREDENTIALS: N/A

REQUIRED QUALIFICATIONS (SKAs):

- Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
- Strong ability to consolidate information (curricular requirements, policies and procedures, job and career opportunities).
- Demonstrated ability to advise students on academic requirements and provide course planning through graduation. Familiarity with university, college, major and general education requirements and their application to specific major programs. The ability to assist students to develop effective educational plans and to progress towards career and life goals in a timely manner.
- Ability to assist students in exploring careers and implementing career decisions, with an emphasis on STEM and health profession fields.
- Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems. Ability to recognize and identify the various levels of problems students encounter and the ability to assist students to work through those problems or to refer students to appropriate campus resources as necessary.
- Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing. Thorough knowledge of English grammar, spelling and punctuation.
- Demonstrated public speaking ability and group presentation skills. Excellent interpersonal communication skills to clearly and effectively interact with individuals of varying ages and cultural backgrounds and perspectives.
- Demonstrated ability to make decisions and carry through on actions having implications with regard to other departments, colleges, and the university.

- Demonstrated ability to maintain a high degree of confidentiality. Ability to apply FERPA and Information Privacy Act regulations.
- Strong organizational and time management skills and ability to use initiative and resourcefulness in planning work assignments. Ability to organize a wide variety of tasks, to analyze outcomes and set own priorities, and follow through to completion of task on multiple assignments with fluctuating and time-sensitive deadlines even in the face of competing priorities.
- Ability to work in an environment that requires a high degree of analytical ability and problem-solving skills, with multiple responsibilities and time constraints.
- Ability to be flexible and patient and a willingness to accept and embrace change.
- Excellent computer skills and proficiency with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet as well as online calendaring and email and general office protocols and equipment.
- Ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds. Ability and willingness to work as an effective advising team member in all aspects of the College of Science and Mathematics and of the university as a whole. Dedication to the common goals of the university and college.
- Strong ability to focus on the details that are critical for successful assistance in academic advising, and also to rise above those details—to be able to take a more global perspective in identifying problem areas, issues, etc.
- Proven ability to gather and analyze data to develop valid conclusions and recommendations utilizing established guidelines, regulations and precedents and make appropriate recommendations.
- Ability to research, interpret, and apply complex written directives, guidelines, and policies (e.g., catalogs, articulation agreements, policies and procedures manuals).
- Working knowledge of student development theory, including CAS standards and its application to higher education including how to assess student needs (academic, personal, social) when assisting with educational and career goals.
- Working knowledge of methods and problems of organizational and program management.
- Working knowledge of research and interviewing techniques.
- Working knowledge of individual and group behavior.
- Working knowledge of, or the ability to quickly acquire general knowledge of, the overall operation, practices, procedures, and activities of advising in the College of Science and Mathematics.
- Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.

PREFERRED QUALIFICATIONS:

- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
- Master's degree preferred.
- Experience working at a university or community college.
- Experience using student administration systems such as PeopleSoft.
- Experience using automated degree audit software.
- Experience advising and counseling students regarding academic success and progress to degree.
- Experience developing, planning and implementing programs and events.

SPECIAL CONDITIONS:

- Must be willing to travel and attend training programs off-site for occasional professional development.
- Must be willing to attend training sessions that continually update advisors on policies, procedures, and technological advancement pertaining to the job requirements of this position.
- Must adhere to business hours and be available to open and close advising center offices as needed.
- Must be willing to accept reassignment of duties if needed, and to participate in cross training.
- As needed, must be able to work some extended hours, including responding to email queries, during extremely busy periods (e.g., registration) and to meet organizational needs.
- Must be able to work overtime when necessary, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.
- This position classification has been defined as "Exempt" and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).
- Must be able to successfully pass a pre-employment background/fingerprint check.
- The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.