



Classification Description

Job Title: Associate Director, Academic Advising

Pay Grade: 118

Job Code: 3439

FLSA Status: Exempt

Job Purpose

The Associate Director of Academic Advising is responsible for the management and supervision of Student Success Advisors and department initiatives within the Office of Academic Advising. In collaboration with the Director, this person maintains operations, policies and procedures to ensure students are meeting their educational goals from the point of prospect through degree/certification completion. This position will have a caseload of assigned advisees. 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

Manages and supervises the Student Success Advisors and support staff at the FSW Lee Campus and serves as the principal liaison for advisors at branch campus locations and within departments. Supervises assigned personnel in accordance with College policies and applicable laws including interviewing, hiring, and evaluating; plans, assigns, and directs work.

In collaboration with the Director, provides departmental leadership to ensure the effective and efficient delivery of quality academic advising services to current and prospective students.

Responsible for managing the staff/office schedule and events calendar for academic advising operations. Works closely with staff to ensure coordination and proactive schedule planning.

Coordinates and oversees recruitment and hiring of Student Success Advisors, support staff, and work-study Student Assistants at the Lee Campus Office of Academic Advising.

Coordinates and oversees training programs/events, both for new advisors and existing advising staff. Manages and updates shared resources regarding advisor training. Oversees the onboarding process for new advisors.

Coordinates and supervises front desk operations, assigned staff, and the work-study Student Assistants employed by the office. Maintains exceptionally high standards for student service and professionalism for front-desk staff. Coordinates and supervises answering of incoming phone calls, general emails, chat responses, and all other forms of general inquiries.

ASSOCIATE DIRECTOR, ACADEMIC ADVISING

Serves as the principal point of contact for all staff who provide academic advising services under various titles at branch campus locations and within departments. Works closely with other supervisors to ensure that all staff providing academic advising services to FSW students meet the high standards of training, quality, and knowledge expected of Student Success Advisors.

Ensures all Student Success Advisors and other staff providing academic advising services under different titles stay up-to-date on 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.

Assists the 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.

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

Conducts continual evaluation of advising services, procedures, and techniques to maintain a high level of service to students including assisting the Director with the development and execution of the department's Institutional Effectiveness Plans.

With the Director, manages the College-wide caseload assignment process.

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.

Leads the development of transfer partnerships with other Colleges/Universities, including event planning/promotion and cultivation and maintenance of relationships

Develops and implements various special events and workshops, including new student group advising workshops, co-curricular workshops, and transfer fairs.

Assists with developing quality control mechanisms for all functions within the Office of Academic Advising to ensure students are on track to meet degree requirements within the number of credits specified in the catalog.

In collaboration with the 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.

In collaboration with the Director, develops and maintains comprehensive manuals that outline policies and procedures related to departmental operations and provides guidance and oversight on general and programmatic training for Student Success Advisors.

Reviews and analyzes student service related measures such as student volume, wait times, and other quality measures to insure equitable workload distribution among Student Success Advisors.

ASSOCIATE DIRECTOR, ACADEMIC ADVISING

Collaborates with the Director on performance improvement plans for Student Success Advisors needing improvement based on the measures.

Advises staff on handling sensitive issues including complaints about service, academic policies, and denied reinstatements; directly handles situations that Student Success Advisors are not able to resolve.

Meets with, advises, and prepares official educational plans for assigned caseload and 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.

Assists the Director with coordination of Guided Pathways development; communicates information about FSW's Academic and Career Pathways to students, helps students with the selection of an appropriate Pathway, and facilitates conversations and activities to help students explore the Pathways and refine their intended academic and career goals.

Supports an assigned caseload of students, as their primary advisor. Supports students as an advisor on a walk-in, phone, remote, and email basis, as needed throughout the year. In this capacity, the Associate Director, Academic Advising is subject to the duties and responsibilities described under the job description for a Student Success Advisor II. The Associate 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.

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.

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

Performs other duties as assigned.

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.

Three (3) years of full-time professional work experience as an academic advisor in a College or University setting.

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

Demonstrated experience using a personal computer, office software such as MS Office and electronic email.

Experience using an enterprise-wide integrated student information systems such as SCT Banner.

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.
- Make presentations in front of various group sizes.
- 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.
- 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: August 8, 2016. Revised: June 17, 2021, July 15, 2022, June 5, 2023, and July 1, 2023.