



## Classification Description

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**Job Title:** Senior Campus Coordinator, Academic Advising      **Pay Grade:** 114

**Job Code:** 4038      **FLSA Status:** Exempt

### **Job Purpose**

The Senior Campus Coordinator of Academic Advising supports Advising operations and the Academic Advising staff at their designated location. This position reports to the Associate Director of Academic Advising to ensure consistent and coherent Advising operations and policy implementation across FSW's locations. This position is responsible for projects and initiatives related to Academic Advising, and supporting outstanding Advising service delivery at their designated location. In consultation with the direct supervisor, duties will be apportioned within the two general areas: campus advising leadership and administrative support and a proportionally adjusted advising caseload. 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**

Coordinates all campus advising activities at their designated campus location, including, but not limited to, student advising workshops, the efficient operation of advising scheduling and walk-in advising services, and providing advising expertise concerning student academic pathways, academic program completion, and transfer requirements.

Under the supervision of the Associate Director of Academic Advising, serves as a liaison and coordinator for inter-campus operational matters and logistics, including collaboration with Advisors at other campus locations. May be required to travel to other campus locations for meetings and operational matters.

Ensures operational issues or questions within campus advising are addressed in a timely and appropriate manner and in consultation with Campus and College Advising leadership develops solutions, improvements, and refined or new procedures to increase advising efficiency and effectiveness.

Coordinates with campus leaders and stakeholders at their designated campus location to ensure that the Advising needs at the campus location are being served and supported. Represents the Office of Academic Advising, as needed, at meetings at the designated campus location.

Supports the Associate Director in the management of Academic Advising staff at their designated campus location. This includes informing the Associate Director of management, supervision, and performance matters related to individual staff members, and supporting the Associate Director in the process of periodic staff evaluation.

## SENIOR CAMPUS COORDINATOR, ACADEMIC ADVISING

Under the supervision of the Associate Director, coordinates the recruitment and screening process for new Academic Advising department staff at their designated campus location. Collaborates with the Associate Director to develop and implement training protocols, practices, and methodologies for new Academic Advising department staff.

In collaboration with the Associate Director, prepares reports and provides data analysis related to advising services at the location.

Advises staff at their location 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. Elevates situation to the Associate Director as needed.

Provides comprehensive academic, career, and transfer planning services for students from the time of their initial contact with the College to the completion of their program. Such activities include engaging prospective and current students with academic planning assessments, interpreting those assessments, assisting students in developing an educational plan that addresses their interests, skills, and abilities, and clarifying their career, major, and academic goals.

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

Under limited supervision, manages an assigned caseload, including general and special populations of students. Identifies and delivers strategies for students to enhance their experience and contribute to improved retention and graduation rates for FSW students.

Reviews degree evaluations, transfer credits, College placement test results and other available information to assist students in creating an education plan that fulfills their selected program's requirements. Provide students with academic progress and work/life/study balance strategies.

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

Communicates effectively with assigned students to keep them connected, informed, and engaged in an open conversation while maintaining a supportive relationship that promotes a positive College learning environment.

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.

Performs proactive outreach to assigned students at specific intervention points and milestones to evaluate student development based on the measurement of student-learning outcomes.

Provides success strategies and resources to students identified as at-risk based on pre-enrollment student success indicators and/or early alert submissions from staff or faculty.

Utilizes technology to track and assess student progress towards program completion. Interprets career assessments to assist students with career exploration and education planning.

Accurately disseminates information clearly and concisely, maintains detailed and accurate records, and provides appropriate referrals.

## SENIOR CAMPUS COORDINATOR, ACADEMIC ADVISING

Responds to student questions and requests in a timely manner in-person and via e-mail, telephone, online chat, and video conferencing.

May prepare and facilitate group advising sessions as well as other group presentations.

Assists with the facilitation of transfer opportunities to help students reach their educational goals.

Assists with the planning and implementation of various department events and workshops, such as, but not limited to, new student advising workshops and the College-wide Transfer Fair.

Participates in planning, implementing, and evaluating the academic advisement program's goals, objectives, and student learning and developmental outcomes.

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.

Maintains and remains current in knowledge of and best practices in academic advising through participation in department and College-provided training sessions.

Serves as a liaison and fosters intentional relationships and partnerships with other advisors, offices, colleges, and departments.

Serves as a resource for faculty/staff.

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.

Two (2) years of full time professional related work experience to include at least one (1) year 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.

## SENIOR CAMPUS COORDINATOR, ACADEMIC ADVISING

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

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 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.

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**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: July 18, 2022. Revised: July 1, 2023, and August 10, 2023.