

# Classification Description



**Job Title: Student Success Advisor I**

**Pay Grade: 110**

**Job Code: 3653**

**FLSA Status: Exempt**

## **Job Purpose**

Student Success Advisors within the Academic, Career and Transfer Center (ACT Center) provide direct service, support, and developmental advising to students and make appropriate referrals to College resources to promote student success. The Student Success Advisor I aids student decision making by providing options that are in the best interest of the student's development, retention and completion, which are in accordance with College policies, procedures, and mission.

## **General Responsibilities**

### **Essential Functions**

Provides comprehensive academic, career and transfer planning services for students from the time they are admitted to the College to completion of their program. Such activities include, but are not limited to, engaging students in academic planning assessments, interpreting assessments, assisting students in the development of an educational plan that addresses their interests, skills, and abilities, and assisting students in 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. Provides students with strategies related to academic progress and work/life/study balance.

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.

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.

## STUDENT SUCCESS ADVISOR I

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

Responds to student questions and requests in a timely manner.

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 new student orientation and the College-wide Transfer Fair.

Participates in the planning, implementation, and the evaluation of the academic advisement program's goals and objectives and student learning 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.

Serves as liaison and foster intentional relationships 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 safely perform the essential functions of this job with or without reasonable accommodation.

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

#### **Minimum Qualifications**

Bachelor's degree from a regionally accredited institution of higher education.

Two (2) years of full time professional related work experience.

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

## STUDENT SUCCESS ADVISOR I

Demonstrated experience using a personal computer, office 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.

### **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.

## STUDENT SUCCESS ADVISOR I

### **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: June 20, 2016 Reviewed: October 24, 2022, July 1, 2023.