



## Classification Description

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**Job Title:** Associate Director and Department Manager, Academic Advising

**Pay Grade:** 118

**Job Code:** 3439

**FLSA Status:** Exempt

### **Job Purpose**

The Associate Director and Department Manager of Academic Advising is responsible for the management and supervision of Student Success Advisors and department initiatives within the multi-campus Office of Academic Advising. Under the supervision of the Director, this position oversees operations, policies, and procedures to ensure students are meeting their educational goals from the point of prospect through degree or certification completion. 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 Student Success Advisors, Coordinators, and support staff within the Office of Academic Advising reporting structure at all FSW locations.

Serves as a liaison with staff who provide academic advising services under various titles within other 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.

This position is based at the FSW Lee Campus; however, the Associate Director regularly travels to all FSW locations to supervise staff and attend meetings. As needed, spends extended periods at branch campuses to support training, operational improvements, or other matters requiring in-person support and supervision.

Supervises assigned personnel in accordance with College policies and applicable laws including interviewing, hiring, and evaluating, plans, assigns, and directs work.

Assists the Director in providing 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.

## ASSOCIATE DIRECTOR AND DEPARTMENT MANAGER, ACADEMIC ADVISING

Coordinates and oversees recruitment and hiring recommendations of Student Success Advisors and support staff within the Office of Academic Advising.

Coordinates and oversees training programs/events for new 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 and assigned staff. 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.

Ensures all Student Success Advisors and other staff providing academic advising services across departments and campuses 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, operational changes, and process improvements, including communication expectations to Advisors, aligning caseload and workload practices, training delivery, and monitoring adherence to updated advising processes.

Acts as the departmental lead in the absence of the Director. Independently represents the department at meetings as requested or assigned.

Conducts continual evaluation of advising services, procedures, and techniques to maintain a high level of service to students.

In collaboration with the Director and Associate Director of Academic Advising Operations, manages the College-wide caseload assignment process. Prepares reports and provides data analysis related to advising operational matters.

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

Assists in 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.

Assists the Director and Department leadership with establishing effective relationships with the appropriate campus resources to ensure a smooth referral process for students whose needs are beyond the scope of the Office of Academic Advising.

Works with the Director to develop and maintain comprehensive manuals that outline policies and procedures related to departmental operations and provide guidance and oversight on general and programmatic training for Student Success Advisors.

## ASSOCIATE DIRECTOR AND DEPARTMENT MANAGER, ACADEMIC ADVISING

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

Collaborates with the Director on performance improvement plans for Student Success Advisors requiring additional support based on the measures.

Advises staff on handling sensitive issues including complaints about service, academic policies, and denied reinstatements; directly manages situations that Student Success Advisors are unable to resolve.

Meets with and advises students as needed to resolve sensitive or complex issues, or during peak advising timeframes.

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

Through collaboration 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 on designated College committees, as assigned.

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 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 system such as SCT Banner.

## ASSOCIATE DIRECTOR AND DEPARTMENT MANAGER, ACADEMIC ADVISING

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.

ASSOCIATE DIRECTOR AND DEPARTMENT MANAGER, ACADEMIC ADVISING

**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: January 7, 2026.